



## Fund Development Officer

The Nanaimo Community Hospice is a registered non-profit society that supports an interdisciplinary team approach to the provision of compassionate care and support to the dying, their caregivers, and the bereaved of all ages in our community. All programs are free and contribute significantly to the health and strength of our community. Each year Hospice staff and volunteers provide direct support to over 1,700 individuals facing end of life issues in their homes, in hospital, in care facilities, and through programs offered at Hospice House. Hospice volunteers working with those facing end of life issues contribute over 28,000 hours annually.

This role is focused on finding and deepening relationships with donors ensuring they feel connected, appreciated, and inspired to continue their support. The Development Officer also leads efforts to engage donors in planning future gifts, including bequests, helping them leave a lasting impact. This position requires strategic thinking, strong communication skills, and a passion for designing fundraising programs and building meaningful connections with donors.

### **Duties and Responsibilities:**

#### *Donor Portfolio Management:*

- Manage and build a portfolio of donors and qualified prospects, developing and implementing tailored cultivation, solicitation, and stewardship strategies to meet annual fundraising targets in conjunction with the Executive Director.

#### *Monthly Giving Program*

- Lead the growth and stewardship of the NCHS monthly giving program ensuring consistent and meaningful engagement with recurring donors.
  - Develop and implement strategies to increase monthly donor acquisition, retention, and upgrade opportunities.
  - Work collaboratively with the Marketing Coordinator to create compelling monthly donor materials (e.g., newsletters, social posts, recognition pieces).
  - Track and analyze monthly giving metrics to monitor performance, identify trends, and recommend improvements.
  - Ensure timely and personalized stewardship touchpoints, including thank-you communications, impact updates, and donor recognition.
  - Support integration of monthly giving strategies into campaigns and appeals, helping to build a stable and predictable revenue stream for NCHS.

#### Proposal and Reporting Development:

- Create customized and general stewardship letters, impact reports, and donor communications, including writing, editing, and reviewing drafts.
- Stay informed about operational needs and budget priorities to effectively communicate funding opportunities to donors.

#### Donor Retention and Stewardship:

- Support donor retention strategies by developing innovative stewardship and cultivation initiatives.
- Assist with strategies to upgrade and re-engage lapsed donors.

#### Database Management and Reporting:

- Maintain accurate donor records in the Keela system, documenting all interactions and updates to facilitate reporting and planning.
- Provide regular updates on donor activity and progress toward fundraising goals.

Along with the above duties and responsibilities the Marketing Coordinator and Events Coordinator positions report to the Fund Development Officer, who are closely linked with reaching the annual goals and targets in fund development.

#### **Qualifications:**

##### Education and Experience:

- Minimum of 3 years of experience in non-profit fundraising, with a proven track record of securing gifts and monthly donations or an equivalent combination of education and experience.
- Professional certification (CFRE) in final stages or achieved is an asset.
- Experience with Keela or similar donor database systems is an asset.
- Minimum of a bachelor's degree or equivalent.

##### Skills and Abilities:

- Proven experience in cultivating and stewarding donors at all levels.
- Exceptional interpersonal, verbal, and written communication skills.
- Ability to write compelling funding proposals.
- Highly organized, goal-oriented, and detail-focused with excellent follow-through.
- Skilled at writing concise, and compelling proposals, reports, and donor correspondence.
- Proficient in Microsoft Office applications and CRM database systems an asset
- Self-motivated, reliable, and skilled at managing multiple priorities.
- Optimistic, people-focused, and energetic with excellent judgment and interpersonal skills.
- High regard for privacy and confidentiality of business information.

**Working Conditions Shifts:**

Full time – Monday to Friday with flexibility for evening and weekend work as required. 9:00am to 4:00pm, 7hr day, 35 hours per week.

**Compensation:**

\$32.30 to \$34.50 per hour.

**Benefits:**

- Vacation is accrued at a rate of 6% or in accordance with your length of service as per the policy manual (Policy 2.8).
- Eligible for a shared employer/employee comprehensive benefits plan, including health and dental coverage, after completion of probationary period.

**How to Apply:**

Eligible candidates are invited to submit a covering letter with their resume detailing their related background, experience, and qualifications to [execdir@nanaimohospice.com](mailto:execdir@nanaimohospice.com) or to Executive Director, Nanaimo Community Hospice 1080 St George Cres. Nanaimo, BC. V9S 1X1. Please quote “Fund Development Officer Posting” in the subject line. Please note: All applications must have a cover letter to be considered. We appreciate your time and interest in the position. However, due to the volume of applications, only shortlisted candidates will be contacted. NCHS is an equal opportunity employer. We value the diversity of the communities we serve and are committed to engaging and developing a diverse and inclusive workforce. As part of our standard hiring procedure, successful candidates will be subject to comprehensive background checks. These checks may include employment verification, reference checks, educational qualifications verification and criminal record checks where applicable and required.