



# MARCH OF DIMES CANADA

**Manager, Donor Stewardship**



## Position Overview

<b>Organization:</b>	<b>March of Dimes Canada</b>
<b>Title:</b>	Manager, Donor Stewardship
<b>Reports to:</b>	Senior Director, Philanthropy & Partnerships
<b>Location:</b>	Hybrid work model, when in office: 10 Overlea Boulevard, Toronto

## Is this you?

Would you like to work for a not-for-profit organization that is dedicated to maximizing the independence and community participation of people with disabilities across Canada? Would you like to play a role in advocating for inclusion and equity for all people living with disabilities? If this sounds like you, read on.

Would you consider yourself to be a passionate stewardship professional who is team oriented, a strong communicator both written and verbal? Would your peers describe you as professional, polished, and donor-centric?

A lifelong learner, you embrace new ways of approaching your work and are always seeking to improve. You are very comfortable working with a myriad of folks – from internal peers and colleagues within your department to other departments within the organization you represent, and of course, the wider donor community. You are independent, curious, intelligent and have high emotional intelligence. You love building and making programs the best they can be. You are an idea generator though you also love execution. You are respected by those who work with you because you have high integrity, you care about the success of your team and the organization you represent.

## The Organization

March of Dimes Canada (MODC) is a leading national charity committed to championing equity, empowering ability, and creating real change that will help the more than six million people living with disabilities across the country unlock the richness of their lives. We serve, connect, and empower people living with disabilities to participate fully in life — on their own terms.

Our work is grounded in the voices of the people we serve, built on a foundation of service, and backed by a 70-year history of success. Born in the last great public health epidemic, we know that seemingly impossible goals can be achieved, and barriers can be broken. In the 1950s, March of Dimes Canada helped in the global effort to find a cure for polio. We've since evolved to

become a recognized leader in disability service design and delivery, supporting people at home, work, and in their communities with unparalleled reach and impact.

Now, inspired and guided by our community, we're expanding our horizons even further. Together with our clients, partners, supporters, and allies, we are working to create communities in which people living with disabilities can not only live but thrive in all they aspire to do.

Through our Culture Code we live the values of: We Are One Team, We Are Accountable to Ourselves and Each Other, and We Adapt and Grow Together. We are looking to add a dynamic team member to our Philanthropy team.

### Purpose

Champion equity. Empower ability.

### Vision

An inclusive, barrier-free society for people with disabilities.

### Mission

To be Canada's leading service provider, resource and advocate, empowering people with disabilities to live and thrive in communities nationwide.

## The Position

This position reports to a very well-respected senior sector leader with a reputation for growing and developing talent. Our **Manager, Donor Stewardship** will be responsible for developing a comprehensive stewardship and donor communications model in collaboration with the Philanthropy team. They will manage the process of gift accountability to sustain and deepen the interest and commitment of the organization's stakeholders and donors. They will also develop and manage systems and processes to provide enhanced tracking and delivery of donor stewardship.

Our successful candidate will be creative with a community centric donor approach. Our candidate will have a direct hand in shaping and delivering on all stewardship and donor impact activities for the organization from a national level. They will work on several key new initiatives while supporting a wide range of established organizational programs. We are looking for a candidate who has a diverse skillset in philanthropy, with an entrepreneurial approach to their work. This is a significant opportunity for a stewardship professional to 'make their mark', as our candidate will have complete ownership and oversight of this portfolio, and this is a considerable opportunity to build and grow a national program.

## Key Responsibilities

- Stewardship Management: Develop and manage the stewardship model and associated programs and activities designed to build lasting relationships with supporters, communicate the impact and value of their giving and provide motivation for future giving. This includes fulfillment donor agreements, acknowledgements, recognition, and ongoing comprehensive impact reports for assigned donors and groups of donors and members.
- Donor Agreements & Stewardship: This includes the management of financial review meetings to ensure proper designation and use of donor funds and liaising with the broader Philanthropy and Finance teams on the use of donor funds.
- Recognition Programs: Design and implement donor recognition strategies in conjunction with our senior managers ensuring that our donor recognition strategies meet the needs of donors and are consistent with recognition policies including annual donor listings and physical / virtual donor recognition.
- Develop strategies and work with MODC colleagues to ensure effective member and donor relations are implemented across all tiers of giving for the purpose of maximizing a supporter's likelihood of renewal and increasing their long-term value to the organization.
- Manage the Donor Recognition Program which includes recommending and developing new strategies and policies and operating procedures when appropriate.
- In collaboration with Brand Marketing and Program teams, design, develop and execute new and improved donor stewardship and engagement materials.
- Develop, maintain, and improve upon existing - and future - reporting systems to ensure key stakeholders donors are apprised on the use of their investment.
- Support the execution of special events, leveraging the opportunity to integrate stewardship activities as an integral part of their delivery.
- Ensure a high degree of accuracy, transparency, and completeness of information in ensuring donor gifts are recorded in the donor management system and appropriate appreciation and recognition ensues.
- Work with Program teams to ensure integration and coordination of their programs to maximize donor engagement.
- Maintain knowledge of industry practices and trends in stewardship, reporting and donor engagement to support best in class donor satisfaction, engagement and giving.
- Other duties as required.

## Role Requirements

- Bachelor's degree or acceptable combination of equivalent education and experience.
- Minimum of three years related work experience; experience in a fundraising environment preferred.
- Exceptional interpersonal skills and professional presence necessary to interact with donors, board members, senior staff and volunteers and other stakeholders.

- Excellent organizational, planning and time management skills, attention to detail and an ability to manage multiple priorities effectively.
- Capable of exercising independent judgment and flexibility.
- Excellent oral and written communication skills. Demonstrated ability to write effectively and persuasively and to converse easily with donors and members.
- Ability to work in teams or independently with minimal administrative support.
- Strong computer skills including Microsoft Office and experience using a CRM database.
- Knowledge of Canadian tax laws that impact charitable giving, personal assets and estates is considered an asset.
- CFRE designation or equivalent an asset.
- Bilingual in French considered an asset.

## Work Environment

- This position will be a member of the national team, reporting to the Toronto office.
- This position has the option to work in a hybrid model of working in the office/working from home once the Toronto office fully re-opens.

## Compensation and Benefits

The hiring range is \$63,000 - \$90,000 and a robust benefit plan.

## Application Instructions & Important Considerations

Please note that March of Dimes Canada has a mandatory COVID-19 vaccination policy. All employees must be fully vaccinated against COVID-19 by receiving all required doses of a vaccine approved by Health Canada at least 14 days prior to the commencement of their employment, or as otherwise recommend by public health authorities. We will provide reasonable accommodation to individuals who are unable to be vaccinated for medical reasons or on the basis of any other protected ground, as required under applicable human rights legislation.

March of Dimes Canada is committed to a selection process and work environment that is inclusive, equitable and accessible. We welcome applications from qualified individuals that reflect the abilities and diversity of the populations we serve. March of Dimes Canada will proactively provide accessibility solutions to job applicants throughout the recruitment process. If you require accommodation, please notify us and we will work with you to meet your needs.

If you are looking for an outstanding challenge, then what are you waiting for? Apply now! Please include a cover letter and CV addressed to Lindsay Preston at [lindsay@phcap.ca](mailto:lindsay@phcap.ca). Please note this posting closes on Friday February 17, 2023 at 5pm ET. **Please note only qualified respondents will be contacted. Thank you for your interest.**