



CAMP OCHIGEAS **Amazing Opportunity**

Development Officer, Donor Relations

ABOUT CAMP OCHIGEAS

In 1983, an ambitious group of board members and volunteers banded together to create a summer camp unlike any other in Canada. Exclusively serving children with cancer, it would be privately funded, staffed entirely by volunteers, and completely free for the campers. A camp where every child, no matter how debilitating their illness, would be provided an opportunity to explore enriching, challenging, fun experiences through what is fondly referred to today as the “Magic of Ooch”.

Thirty-five years later, Camp Oochigeas has experienced exceptionally strong strategic growth and is now offering increased programming in order to better serve our community. Building programs to meet the ever-changing landscape of paediatric healthcare, we have expanded to include programs year-round in Muskoka, at The Hospital for Sick Children in Toronto (SickKids), at Ooch Downtown (a Toronto urban camp facility), and three other regional cancer centres.

With more than 550 active volunteers each year and over 65 full-time staff, we now serve 1600+ children annually, at our camp and through other year-round programs that support siblings, bereaved siblings, and parents. Ooch relies on the generous support of over 30,000 donors each year and continues its long-standing history of providing outstanding support and excellent programming for children with cancer.

OVERALL PURPOSE

Maintaining positive Donor Relations contributes to ongoing and long-term donor support of Camp Ooch. The Development Officer, Donor Relations is responsible for ensuring processes are developed and implemented to thank and report to donors, as well as setting up processes and protocols to ensure that the Donor Relations program is carried out appropriately for all donors. The **Development Officer, Donor Relations** is a member of the Development Department and reports directly to the Manager, Donor Relations.

The Development Officer, Donor Relations is responsible for:

- Developing and implementing engaging programs that will foster the organization’s relationships with its donors by ensuring that Camp Ooch activities and people are continually top of mind
- Donor relations programs which include: gift acceptance and acknowledgement; gift recognition and appreciation, and donor accountability and reporting
- Promote a philanthropic culture within the organization

- Working with all members of the Development team, as well as colleagues from various other teams such as Marketing & Communications, Finance and Corporate Services, Programs and Operations, in developing and implementing the Donor Relations program for all levels of donors

Key Relationships:

1. Reports to the Manager, Donor Relations and Development Colleagues
2. Works collaboratively with Development Team staff, Program Coordinator, Volunteers and Camp Life
3. Works collaboratively with the Marketing & Communications team

Key Responsibilities:

1. Recognition Program (25%):
 - a) Collaborate with each fundraising stream to deepen and deliver the appropriate recognition program
 - b) Update and manage the list of naming opportunities.
 - c) Manage the ordering, installation and updating of electronic donor walls and/or other forms of recognition, including online updates.
 - d) Coordinate activities with internal constituents (such as the Operations Team) and external suppliers as required for design, installation, and maintenance of signage and plaques for recognition areas.
 - e) Compile accurate and up-to-date lists of donor names for acknowledgement in signage, reports, donor walls, online listings and other projects as required.
 - f) Collaborate with relationship managers and other staff to ensure that donor recognition preferences are collected and accurately recorded.
2. Stewardship Program (45%)
 - a) Regularly meet one-on-one with Relationship Managers to create and support customized stewardship strategies and plans for all \$50K donors as required/requested.
 - b) In collaboration with Marketing and Communications staff, create and/or coordinate annual development and delivery of standard and customized stewardship reports for all levels of gifts, illustrating donor impact
 - c) Work with each fundraising program to understand and enhance their donors' experience (including in-kind donors and program stakeholders i.e.: Hospitals)
 - d) Manage outreach such as Holiday cards and invitations to various special activities and events.
 - e) Working with development staff and volunteers, select, order, assemble and track acknowledgement and recognition pieces, gifts and tokens.
 - f) Assist Relationship Managers to establish and maintain relationships with donors, coordinating announcements (including online), facilitate information exchanges, reporting of funds collected, and ensuring appropriate record keeping of all stewardship activities.
 - g) Staff lead on smaller customized stewardship events (when required)
 - h) Actively participate and support the promotion of a culture of philanthropy
3. Administration responsibilities (30%)
 - a) Maintain an electronic donor relations filing system, ensuring that all pertinent correspondence and documentation is appropriately filed and key information is recorded on the database and in donors' individual files, including gift agreements.
 - b) Monitor the inventory of standardized acknowledgement letters and their deployment

- c) Update donor benefit grids and corresponding action tracks, ensuring stewardship moves are accurately assigned, executed and tracked.
- d) Operate within the Donor Relations budget, closely monitoring expenses pertaining to these programs.
- e) Update Donor Relations guidelines as needed and ensure documents are kept up to date on the hard drive.
- f) Provide support on special projects as determined by the Directors, CDO or CEO

Experience and Qualifications

Required Criteria

- a) University Degree or equivalent experience
- b) 3-5 years' experience in development, preferably in Donor Relations, alumni or advancement services, special events and/or related fields
- c) Demonstrated knowledge and ability to develop, execute and/or support a Donor Relations program, including recognition, stewardship
- d) Demonstrated ability to interact comfortably, tactfully, and effectively with donors, varied internal and external constituencies, and a wide range of stakeholders
- e) Experienced in handling sensitive and confidential situations and issues directly, or working through program team members handling sensitive issues related to childhood illness
- f) Adept at problem solving and excellent judgement in situations requiring initiative and tact
- g) Proven skills and ability to manage multi-phase projects from inception to completion
- h) Excellent organizational, interpersonal, verbal and written communication skills
- i) Demonstrated ability to work independently and as part of a team
- j) Detail-oriented, well-organized, focused and goal-oriented, with both initiative and energy
- k) Proficiency with MS Office (Word, Excel), internet research, and Raiser's Edge
- l) Flexibility to work occasional evenings and weekends
- m) Current driver's license
- n) Current police reference check with vulnerable sector screening

Advantageous Criteria

- a) An understanding of the power of camp
- b) Demonstrated commitment to volunteerism or volunteer sector
- c) Certificate in Volunteer or Fundraising Management

Personal/professional Characteristics

Well-organized, strong sense of ownership, enthusiastic, passionate, personable, adaptable, diplomatic, attention to detail, able to work in a small open concept office environment, sense of fiscal responsibility and a demonstrated commitment to fundraising for children with special needs and exceptionalities.

Particular Working Conditions

- a) In consideration of the population Ooch serves, the Development Officer, Alumni & Donor Relations is a non-smoker.
- b) The position involves considerable evening and weekend commitments.
- c) Some lifting is required for this position.

Equal Employment Opportunity

Camp Oochigeas invites applications from all qualified individuals. Camp Oochigeas is committed to employment equity and diversity in the workplace and welcomes applications from women, visible minorities, indigenous people, persons with disabilities, and persons of any sexual orientation or gender identity. In accordance with Canadian Immigration requirements, priority will be given to Canadian citizens and permanent residents.

Benefits

This position offers a competitive salary, full benefits package, vacation, professional development, and performance based increases.

Accessibility

Upon request, Camp Oochigeas will provide to applicants with disabilities, accommodations that take into account the applicants' accessibility needs, in order to facilitate participation in the recruitment, assessment, selection and hiring stages.

To Apply

Please send a cover letter including salary expectations and resume via email to the Human Resources Department.

Email: hr@ooch.org

For more information please visit our website at www.ooch.org