



Would you like to join Our Family?

Job opening posted: 2/8/2019

Our mission is to eliminate homelessness and strengthen our community.
Our vision is that our community is a better place to live, to grow up, and to grow older.

Our Family is a \$5 million agency in Tucson, AZ, that employs approximately 60 staff and hundreds of volunteers and interns. We provide shelter and support to homeless children, youth and families. We promote peace and understanding by helping people talk to each other. We help people learn to be better parents, improve their lives and build stronger families.

Our Family supports a healthy work-life balance and is routinely rated by its employees as having an enjoyable, friendly, flexible, and supportive work culture. We value our employees and hope you will consider joining our team! We are recruiting for the open position of:

Title: Chief Development Officer
Dept/Program: Development/Senior Leadership Team
Reports to: Chief Executive Officer (CEO)
Status: Full-time, Exempt

The primary purpose of this position is to lead, plan, organize and control the activities of the fund development, grant making and reporting, marketing and public relations department and work collaboratively with other departments and the CEO to ensure that agency goals are met to fulfill Our Family's mission. The development department coordinates resource development, grant writing, major gifts and planned giving, fundraising, special events, volunteer management, marketing, communications, and public relations; all to support the programs and staff to acquire and maintain the resources they need to provide quality services. The Senior Leadership Team, which includes this position, comprises the top leaders for the organization, responsible for making sound administrative and agency-wide decisions, strategic planning, fiscal oversight, budgeting, program development, problem solving, workplace culture leadership, team building, and community networking.

All agency positions are expected to meet the agency standards for attendance and punctuality, positive interactions with others, effective work habits, knowledge and skills, judgment and ethics. The specific expectations and essential duties of this position include:

- Develop and implement a results-driven plan for a comprehensive fund development program that includes an annual fund, donor management, major gifts, direct mail solicitations, special events, public relations, grant making, and other projects as necessary
- Ensure the application of best practices in the fields of fund development, grant making and reporting, marketing and media relations, and volunteer management
- Establish standards for excellence in all development activities and provide necessary leadership to achieve those standards in both a customer-focused and team-focused environment
- Identify potential donors to special project funds and supporters of agency's operations through review and analysis of past records and individual and corporate contracts
- In collaboration with the CEO, set annual goals for fund development through a combination of grant writing, unrestricted fund raising, donor management, events, and major gifts

- Staff the development responsibilities of the CEO, which includes focusing and prioritizing the CEO's development-related time and duties, scheduling meetings with donors, and partnering on meetings with donors.
- Meet or exceed annual fund development goals, assessing and adjusting strategies as needed
- Manage within the parameters of the agency budget, ensure that all financial and grant/contractual reporting is done in a timely way, and provide input on budget development and revisions
- Establish and track key indicators of the health of the fund development and grant making program
- Actively and effectively participate in successful grant solicitations and donor asks
- Develop and implement cultivation and solicitation activities that will stimulate and significantly grow prospects, existing individual and institutional donations
- Provide broad leadership and support for Board members and other volunteers to cultivate and solicit financial support from donors in order to meet Our Family's current and future fiscal needs
- Support the board's responsibility in carrying out its fund development function, including staffing task groups or committees related to fund development, events and marketing.
- Ensure that all donor and grant related databases are used effectively. Create reports that accurately reflect donor activity and performance.
- Develop and implement systems to ensure accurate recordkeeping of donors and grants, and to ensure appropriate follow up
- In collaboration with the CEO, provide leadership and coordination for any capital campaigns
- Develop public relations materials to enhance the agency image and promote fund raising programs and activities
- Ensure an effective community relations and outreach plan, including best use of CEO's time
- Work with senior leadership team and program managers to identify opportunities for funding and ongoing program development
- Oversee, focus and regularly evaluate all department activities involving marketing, PR, media relations, website and other electronic media, and stakeholder communications
- Support collection and reporting of agency outcomes data
- Confer with attorneys, as needed, to establish methods of transferring funds to benefit donors and the agency when contributing funds through endowments, trusts, donations of gifts-in-kind, or bequests
- Provide supervision, training, coaching, planning and problem-solving assistance for all direct reports
- Provide leadership in creating a positive, constructive and healthy work environment focused on learning and improvement
- Provide regular department reports to the CEO and Board
- Act as liaison and support to specified Board and agency committees
- Other duties as assigned

As this position is part of the agency's Leader's Group, the following leadership expectations also apply:

- Upholds agency staff values and expectations
- Engages in respectful and ongoing communication and problem-solving with others
- Follows protocol and established procedures while still being creative and taking initiative to do what needs to be done
- Acts as a positive and professional ambassador for the agency both internally and in the greater community
- Takes all practical steps to ensure a work environment that is safe, friendly, helpful, and free from harassment
- Successfully engages, coordinates, and motivates agency staff to achieve program or project goals
- Is able to face adversity, take unpopular stands, or engage in tough debates when necessary, but knows when to move on also

Scheduling flexibility:

This position generally works weekday, daytime hours. In addition, frequent evenings or weekends are necessary to meet the needs of the position. Some flexibility in scheduling is available to meet employee needs, as long as agency and department needs are still being adequately addressed.

Qualifications:

- Bachelor's degree required (Master's degree strongly preferred), plus five (5) years' related experience, including extensive non-profit fund development and supervisory experience.
- Able to pass background check related to position requirements
- Strong communication and people skills. Effective interpersonal and communication abilities. The ability to communicate effectively and respectfully on the phone and in person with donors, board members, volunteers, staff and the general public.
- Ability to be clear and concise in written and verbal communications. Demonstrated ability to simplify complex themes and activities into short, compelling presentation or written piece.
- Experience in planning and budgeting, developing long term plans, setting objectives and tracking progress toward achieving objectives.
- Strong organizational and time-management skills. Ability to prioritize and manage multiple projects and to meet deadlines.
- Ability to work under pressure and accommodate change. Personal initiative and a sense of humor. Ability to work independently and to exercise good judgment in stressful circumstances.
- Capacity to understand micro but manage macro, to benefit the entire organization.
- Ability to build strong relationships internally and externally, and to work collaboratively.
- Aware of and sensitive to the diverse needs of our staff, clients and community
- Flexible and adaptive. Strong work ethic and willingness to tackle administrative tasks ranging from data entry to direct solicitation.
- Since driving is frequently necessary to fulfill the job functions, a valid Arizona driver's license, reliable transportation, clean driving record and current auto insurance are strongly preferred
- Computer and technological skills necessary to write grant proposals and reports, maintain appropriate correspondence, develop program materials, understand financial statements, enter and retrieve and analyze information in a database or spreadsheet, develop and use PowerPoint presentations, use agency email, use social media, and locate information on internet
- Experience with Blackbaud Raiser's Edge a plus

Compensation:

Salary for this position starts from a base of \$64,000 annually. Individual salaries are based on the number of years of relevant education and experience a candidate has beyond the minimum required for the position. Additional compensation may also be offered based on relevant licensure or certification. All staff who successfully passes a language test showing substantial bilingual ability in Spanish will receive a differential equivalent to \$.75/hr.

Our Family offers excellent benefits!

- 10 paid holidays a year
- Benefits start the first of the month following hire
- Affordable medical (30+ hour employees) and dental benefits with a choice of plan options
- Employer-paid life insurance (30+ hour employees) with the ability to buy up additional coverage
- Generous paid time off with the ability to use time as it accrues with no waiting period
- A 403(b) retirement plan with an agency match
- Educational reimbursement available
- An investment in staff development, including many quality agency-provided trainings

To apply for this position, or to see a full listing of employment opportunities at Our Family, please go to our website at <https://www.ourfamilyservices.org/about/join-our-team/> You can submit a Word or .pdf application online. You can also drop a completed application off at our offices.

Our Family Services is an Equal Opportunity Employer. We especially encourage applications from veterans, individuals with disabilities, and alumni from national service programs such as Peace Corps and AmeriCorps, people of color, people of diverse gender identities, women, and people with lived experiences of homelessness.