

Position Announcement

Senior Director of Development, Individual Giving

City of Hope

Duarte, California - Remote



Reports To

**Organization
Profile**

Founded in 1913, City of Hope (COH) is a National Cancer Institute-designated comprehensive cancer center and a founding member of the National Comprehensive Cancer Network, making it a national leader in advancing research and treatment protocols. City of Hope has been ranked among the nation's "Best Hospitals" in cancer by *US News & World Report* for over a decade.

About City of Hope

Focused on eliminating cancer, diabetes and other life-threatening illnesses, City of Hope has established itself as a world-class leader in transforming the future of health. Raising the philanthropic resources to fuel its leading-edge research, its exceptional and compassionate clinical care, and its advancement of biomedical education and training, is a vital component of City of Hope's model of success.

Our Mission

City of Hope is transforming the future of health. Every day we turn science into practical benefit. We turn hope into reality. We

accomplish this through exquisite care, innovative research and vital education focused on eliminating cancer and diabetes.

City of Hope's Commitment to Diversity, Equity and Inclusion

City of Hope's diversity, equity and inclusion strategy aims to formulate a policy and systems-focused approach that addresses social determinants of health and responds to implicit bias and structural racism. Since its inception more than a century ago, City of Hope has been dedicated to providing equitable treatment to all the people we serve. This focus on inclusion is the cornerstone of our Diversity, Equity & Inclusion (DEI) strategy and reflects our commitment to those founding principles. Our mission, "*to infuse DEI into the DNA at City of Hope,*" will serve as our north star and help ensure the tenets of diversity, equity and inclusion are an integral part of our day-to-day engagement with each other, our patients, their families and caregivers, and our broader community.

Office of Philanthropy Vision Statement

Philanthropy is at the heart of City of Hope's mission in turning "hope into reality." We offer an extraordinary donor and volunteer experience, one that invites, delights, and deepens relationships over time. City of Hope Philanthropy is one of a handful of premier, exceptionally regarded, and top-producing programs in the country.

Recruiting and developing exceptionally talented team members are hallmarks of the Office of Philanthropy. We demonstrate our commitment to our people through continuous learning and development opportunities and aim to foster an environment where each individual can thrive, personally and professionally. We increase the effectiveness of our team through transparency and accountability, building trust within teams; celebrating diversity and inclusion; enhancing team communications and removing roadblocks to maximize activation.

Position Summary

The Senior Director of Development, Individual Giving (SDOD), will ensure the fundraising success of the philanthropic program by serving as a subject matter expert, a professional role model, and an identified team and program leader.

The SDOD will contribute by employing and role modeling key processes and programs that support an office-wide focus on collaboration, efficiencies and metrics-based performance outcomes, in addition to primary role responsibilities.

In this role, the SDOD will have both individual accountability for fundraising performance goals of frontline-facing activities, and lead an Assistant Director of Development, Leadership and Special Gifts, and an Administrative Assistant, to achieve their performance goals through an emphasis on accountability, mentorship and collaboration.

Within frontline focus, the SDOD will be a major gifts fundraiser responsible for securing individual, corporate and foundation gifts, with an emphasis on 100k+ through undertaking sustainable, mission-focused cultivation, solicitation and stewardship of donors. In pursuit of these outcomes, responsibilities include developing productive relationships with volunteers, faculty and staff, and engaging them in substantive activities to identify new prospects and leverage existing prospect relationships, leading to increased philanthropy. The incumbent will work in partnership with key volunteers and Office of Philanthropy colleagues to build the pipeline of major gift donors, securing meetings and implementing individual cultivation and solicitation strategies.

The SDOD will ensure the success of direct reports by providing oversight, coaching and strategy development advice, as well as facilitating the necessary collaboration throughout the Office of Philanthropy to achieve success. The SDOD will provide thoughtful and timely performance feedback, and role model and maintain adherence to a frontline focus.

The SDOD will have demonstrated success in building long-term philanthropic relationships while also consistently meeting fundraising goals, securing donations of \$100k gifts and above from individuals, corporations and foundations. Will have demonstrated experience in the full spectrum of development including gift policies, solicitations, volunteer engagement and campaign management. The incumbent will have strong written and oral communications skills, exhibited through the development of successful donor communications. Established success at building internal (staff, physicians, administrators) relationships is required, as well as the ability to engage these partners in successful solicitation/campaign strategies.

Incumbent will have a minimum of 2 plus years of supervisory experience, having demonstrated the ability to motivate and reward success, provide course correction as needed, and motivate a team around shared and individual goals. The candidate will have exhibited the ability to understanding individual and team goals in larger institutional context, providing insight into program and people management in alignment with larger institutional goals. Will have displayed commitment to accountability and collaboration, and ability to support this same commitment in direct reports.

These experiences will have been secured with five or more years of consecutive experience in a non-profit environment, with experience in a complex healthcare environment preferred.

Specific Responsibilities

Fundraising Leadership – 80%

- Lead the team in reaching its fundraising activity and revenue goals.
- Meet annual activity and financial performance metrics.
- Analyze and implement program to ensure cost effectiveness.
- Identify, develop and manage fundraising efforts for COH philanthropic priorities.
- Develop and implement thoughtful, strategic cultivation, solicitation and stewardship plans for prospective major donors (with a focus on individuals) for gifts of \$100,000 with an emphasis on gifts of \$100k+.
- Ensure regular contact with donors through various activities and communications, especially face-to-face meetings.
- Identify, organize and direct the efforts of philanthropic volunteers as needed and assigned.
- Identify and develop joint major giving opportunities in collaboration with Philanthropy colleagues from across the institution and Office of Philanthropy teams for prospects and work towards successful solicitations.
- Identify and qualify new major gift prospects.
- Coordinate activities with other development officers and entities, including physicians and administrators.
- Maintain an active portfolio with low inactive/cold rates, moving prospects through the fundraising cycle.

Management – 10%

- Manage fundraising team as assigned with a focus on accountability, best practices and collaboration.
- Ability to motivate staff toward adherence to key performance indicators and to maintain a productive culture.
- Oversee management of staff and act as mentor for all content and professional development areas. Includes serving as a resource in developing strategies, conducting ongoing conversations regarding performance in relation to metrics and articulating opportunities for employees' growth and professional development in a thoughtful manner.
- Provide leadership throughout employees' tenure, from interviewing and making thoughtful hiring decisions, and providing foundational onboarding to new employees, to ensuring high employee retention within the Office of Philanthropy.
- Responsible for fiduciary accounting of the funds raised through these campaigns.
- Responsible for department oversight and ensuring a positive working relationship between other City of Hope Departments and employees.
- Direct oversight of employees and the management of a work team that is integrated into the larger industry-based fund-raising effort.
- Responsible for meeting established performance goals for the team.

Representation – 10%

- Serve as a role model for the Office of Philanthropy.
- Act as a spokesperson for City of Hope activities as requested.
- Participate in search committees, task forces and other special projects.
- Demonstrate an ability to solve problems, overcome hurdles, and navigate sensitive issues with discretion, tact and strong communication skills.

- Develop and maintain productive relationships with City of Hope faculty and staff to support fundraising initiatives for COH priorities.
- Possess thorough knowledge of the key fundraising priorities for COH.

Qualifications

Qualities and experiences that ideal candidates should display include:

- Bachelor's Degree in business, philanthropy or related field.
- 5+ years' experience working in development/fundraising.
- Minimum of 2+ years of supervisory experience.
- Experience working within a nonprofit organization.
- Experience in a complex medical or academic development setting encouraged.
- Demonstrated understanding of social media outlets such as LinkedIn, Twitter and Facebook.

Preferred

Preference will be given to candidates that also display one or more of the following:

- Advanced degree.
- Fundraising certifications (CFRE, ACFRE, etc.).
- Able to navigate a wide variety of business and social settings and enjoy taking the message of City of Hope to individuals and organizations that are not yet familiar with its work.

Memorandum

City of Hope's diversity, equity and inclusion strategy aims to formulate a policy and systems-focused approach that addresses social determinants of health and responds to implicit bias and structural racism. Since its inception more than a century ago, City of Hope has been dedicated to providing equitable treatment to all the people we serve. This focus on inclusion is the cornerstone of our Diversity, Equity & Inclusion (DEI) strategy and reflects our commitment to those founding principles. Our mission, "*to infuse DEI into the DNA at City of Hope,*" will serve as our north star and help ensure the tenets of diversity, equity and inclusion are an integral part of our day-to-day engagement with each other, our patients, their families and caregivers, and our broader community.

The salary and benefits are competitive and commensurate with experience and qualifications. Paschal•Murray supports the commitment of our client in encouraging applicants from diverse backgrounds and cultures. As a condition of employment, our client reserves the right to conduct background verification including academic, work, driving, credit, and criminal histories.

This position announcement is not intended to be an exhaustive list of all responsibilities and requirements. It is presented as a fair reflection of the principal job elements.

Nominations and applications are welcome. Please send résumé and letter of application as separate documents attached to an e-mail message to:

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