



**New Hope**  
COMMUNITY SERVICES

## **Fund Development Coordinator**

### **About New Hope Community Services:**

New Hope's vision is for every refugee coming to Canada to belong, thrive and make it their home. Compelled by God's love and our faith in Jesus Christ, New Hope is a sanctuary and loving community of care for refugees that prepares them to thrive in Canada. Our values are:

1. **A place to call home** - We believe all refugees deserve a clean, safe and affordable place to call home.
2. **People before everything** - We exist for the people who live in our building. They aren't just tenants. They are our neighbours and friends.
3. **Intentional community** - We believe intentional community leads to shared experiences and mutual transformation. We believe in experiencing life together and that in community we are all transformed.
4. **Increasing our impact** - We believe in making an impact that makes a difference. More housing, more faith conversations and more tools leading to independence makes an impact enabling our families to thrive in their Canadian lives.

To accomplish this, New Hope owns and operates a 13-unit apartment building in Surrey, which provides transitional housing for newly arrived refugees. New Hope is their first home in Canada and families stay with us for 18 months.

### **Primary Function:**

Reporting to the Executive Director, the Fund Development Coordinator is responsible for leading New Hope's fundraising program. This full-time role plays an integral part in ensuring New Hope has the funds needed to provide a welcoming home for the refugees who call New Hope home. With this in mind, the Fund Development Coordinator approaches their work with a deep sense of compassion and care for our families and views this role as one of a servant-leader with the opportunity for intercultural ministry. This position works with the Executive Director to develop the annual fundraising plan, appeals and cases for fundraising priorities.



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### Key Responsibilities:

#### 1. You enjoy organizing events and appreciate the key role they play in a diversified fundraising program.

You have experience in organizing and executing a variety of fundraising events. In this role, you will put your skills to use by:

- Working closely with the entire team to lead New Hope's three signature events: Welcome Home Dessert Night, Hope in Motion, Stories from our Living Rooms Virtual Event.
- Demonstrating best practices in peer-to-peer fundraising with proven experience motivating and stewarding a portfolio of fundraisers and volunteers and increasing event revenue.
- Managing event logistics from idea and theme, to completing the event stewardship, debrief and wrap up.

#### 2. You believe relationships matter.

You have a people-first mindset, and you believe in the power of community and strong networks built on shared values. As such, you will:

- Grow and manage a portfolio of donors and prospects through the development of cultivation and solicitation plans to close major gifts and mid-level gifts.
- Build meaningful connections with donors and volunteers that results in new and diverse revenue streams.
- Confidently and persuasively communicate, with the ability to build rapport with individuals, organizations, and other prospective partners while asking for donations across various channels.
- Compose and send regular thank you letters and emails to donors for stewardship purposes.

#### 3. You are passionate about fundraising and recognize the value of a diversified fundraising program.

You are committed to strengthen and expand New Hope's annual giving program with existing and new donors through acquisition, cultivation, and implementation of strategies by:

- Identifying, cultivating, and soliciting new and existing donors.



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- Demonstrated experience in the full spectrum of development including fundraising policies, research, proposal writing, solicitations, stewardship, donor recognition, administration, and management.
- Achieving annual revenue targets, goals and acquisition targets for direct marketing appeals.
- Composing and preparing lists for direct marketing appeals for donors and deploying direct marketing appeals.
- Ensuring annual appeals employ best practices in fundraising and make recommendations on progress of appeals to enhance effectiveness and efficiency.
- Developing the content for appeals including researching cases for support, and utilizes the principles of ethical storytelling to communicate key messages.

#### **4. You're good with details and know there are administrative needs related to fundraising.**

Your appreciation of the details means you are committed to ensuring all the back-end pieces of the fundraising program are cared for including:

- Utilizing your strong administrative and computer skills to complete all administrative and data management tasks associated with fundraising on a timely basis. This includes using Salesforce, Canada Helps and CHIMP to input and track donor activities.
- Leveraging data and reporting to gain insights to improve and maximize fundraising efforts and strategies.
- Outstanding written and oral communication skills, with demonstrated success in proposal development and in conducting face-to-face meetings for major solicitations
- Conducting prospect research and analysis, generates proposals, fundraising materials, reports and other related communications.

#### **5. You think strategically.**

You understand that fundraising is for the long-term. You understand and value the big picture and the role you play in achieving it by:

- Developing and executing tailored fundraising strategies, including developing fundraising goals, plans, and timelines to achieve the fundraising targets for your role.
- Making decisions and recommendations on fundraising priorities development and strategy development



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- Thinking and acting independently as well as collaborating with a range of internal and external stakeholders

### **Qualifications:**

You are an ambitious go-getter with a “how can I make it happen” attitude who excels in building strong relationships, both internally and externally. Your exceptional written communication skills will enable you to present funding opportunities and demonstrate impact with success, and your creative flair will allow you to excel in developing fundraising programs and strategies. Your superb organizational skills, attention to detail and problem-solving skills are critical to the role. You are patient, analytical, methodical and love to solve problems. You have a professional manner and the ability to build and maintain relationships with a variety of people.

In addition, you will bring:

- Minimum of three years of direct fundraising experience, including working on peer-to-peer fundraising events.
- Experience managing multiple projects at the same time in a fast-paced organization.
- Excellent communication (written and verbal) and interpersonal skills.
- You are a go-getter but also have great attention to details.
- You are able to easily communicate details / plans and get people excited about them.
- You understand people and should know instinctively when to push and when to let things simmer as you work to build strong relationships.
- You are patient and are excellent at managing stress and pressure.
- You have a professional demeanor, and excellent presentation skills.
- Proficiency using Microsoft Office applications (Word, Excel), Google Docs, Salesforce.
- Class 5 BC driver's license and access to reliable transportation to attend a variety of donor meetings and/or off-site events.
- Capital campaign experience is an asset.
- Experience with e-philanthropy is an asset.
- A flexible schedule that allows for after-hours events and meetings.