



# Community Engagement Manager

## Job Description

### HOPE House

HOPE House provides tangible, compassionate assistance and care to those in the Guelph community through immediate relief and ongoing support. Our goal is to foster a greater level of independence by delivering front-line services and support that allow our community members to maintain their dignity and choice. This is accomplished through a diverse range of programs and services including a choice-based Food and Clothing Market, HOPE Stylin' Haircuts, Healthy Living programming, the Guelph Community Backpack Project, a daily Café, HOPE for the Holidays, and other programs supporting all Guelph residents (including children) living in poverty.

### Job Description

Reporting to the Executive Director, the Community Engagement Manager leads the planning, growing, securing, and retaining of two of HOPE House's key revenue streams - donors and sponsors. This leadership position will play an integral role in ensuring the necessary partners are engaged, and corporate sponsorships are in place for HOPE House to continue to do vital poverty alleviation work.

To be successful in this role it is expected that the candidate would approach development with a tactical plan for aggressive growth targets for donorship and sponsorship. While some of this is in place, you'll be reaching into both your networks and ours to build/maintain new and existing donor and sponsor relationships.

In addition, this role collaborates closely with the Communications and Event Manager, Programs Director and Finance Team to ensure a holistic approach to support the growth strategy. The Community Engagement Manager will possess exceptional relationship management, time management, problem solving, and communication skills.

### Duties and Responsibilities

#### Donor Stewardship

- Work with the Executive Director to develop and execute an annual fundraising strategy based on current fundraising trends and identified opportunities with our existing donor relationships, encompassing events, digital, monthly, foundational donor (\$300-\$4,999) and major donor (\$5,000+) strategies
- Monitor trends in the community or region and adapt fundraising strategies as necessary
- Enhance donor relations and stewardship ensuring that donors experience high-quality interactions with the organization to foster long-term engagement and investment
- Apply creativity and innovation to develop strategies for donor renewal and upgrading, and increase revenue through annual, monthly, foundational and major gifts.
- With the Executive Director, identify and acquire new major donors (\$5000+/year)
- Identify and acquire new foundational donors (\$300 and \$4,999/year)

### Sponsor Stewardship

- Develop an overall sponsorship strategy and implement to ensure successful recruitment, stewardship and recognition of all event sponsors
- Identify and acquire sponsors for seasonal programs and events

### Third Party Events

- Support third-party event organizers, ensuring they have the tools needed for a successful event and are recognized following the event

### Community Engagement

- Work with the Communications and Event Manager to help facilitate and create impactful, donor-focused and sponsor-focused communications including gift/sponsor acknowledgments, impact reporting and the annual report
- Provide efficient follow up and recognition process on donors and sponsors
- Develop and build relationships in the community to increase public awareness of the work and needs of HOPE House

### Other

- Work with the Finance Team to ensure accurate up-to-date records in Keela (donor database) including comprehensive correspondence notes
- Work with the Finance Team to ensure that accurate and timely charitable receipts are issued by the end of February for the previous calendar year donation
- Submit monthly written report to the Executive Director
- Take prospective donors and sponsors on tours of facility
- Other duties as assigned and required

### **Working conditions**

- This role is a part-time (24 hours/week), permanent position and allows for an office and work from home hybrid model, depending on business needs.
- Standard hours of work are between Monday to Friday, 8:00am – 4:00pm.
- Occasional evenings, weekends and/or extended hours will be required to accommodate activities and events.
- Compensation: \$24/hour
- Eligible to participate in Group RRSP (employee may contribute up to 5% of their salary which the employer will match)
- Eligible to participate in the health benefits plan (employer pays 100% of premiums)
- Three weeks vacation per year

### **Direct Reports**

- some volunteers

## Competencies & Skills Required

- Solid experience and established track record in sales and business development showing consistent growth.
- Solid understanding and appreciation of values-based, volunteer driven, not-for-profit organizations
- Exceptional relationship-building skills, written and oral communication skills, and public speaking ability.
- Strong interpersonal, motivational, presentation, networking and communication skills
- Demonstrated knowledge, understanding and appreciation of diversity, and community development
- Provision of a vulnerable sector police check

HOPE House is an equal opportunities employer, committed to employment equity. HOPE House values diversity and invites all qualified candidates to apply.

**Resumes will be accepted until midnight Wednesday, January 5, 2022**

**Ideal start date: February 7, 2022**

**Please send cover letter and resume to Jaya James at [director@hopehousequeph.ca](mailto:director@hopehousequeph.ca)**