

Stakeholder Relations Officer

Version française disponible sur notre site Web

In fundraising, all relationships matter including those with our donors, our team members, our beneficiaries, our clinicians and our researchers. And all these stakeholders play a key role in ensuring that every gift makes an impact. As the Stakeholder Relations Officer, you will navigate and support these relationships - interacting with our team of in-house fundraisers (who represent the interests of our donors), and our colleagues and staff at The Ottawa Hospital (TOH). This position will report to the Vice President of Philanthropy Operations.

The Stakeholder Relations Officer will focus on coordinating opportunities for designated donations, working as intermediary between the donor/fundraiser and TOH, to maximize the impact of their designated gifts. The incumbent will also recruit hospital staff to participate in stewardship and cultivation activities so donors understand the impact of their gifts. This role requires an experienced non-profit professional with exceptional communication and project management skills.

"The Foundation team, along with our beneficiaries, are focusing on a new philanthropy framework to maximize the impact of our generous donors. This new position will play a critical role in our success"
Heather McLean, Vice-President Philanthropy Operations

Position Type: Full-time, permanent (37.5 hours per week)

Number of vacancies: 1

Number of direct reports: 0

Location: Ottawa, Ontario. Predominantly telecommuting with flexible arrangements (likely a hybrid model) available when our office reintegrates later in 2022 (date TBD). Onsite work is conducted in non-clinical areas of The Ottawa Hospital's Civic (1053 Carling Avenue) General (501 Smyth Road) and Riverside (1967 Riverside Drive) campuses, as well as the Irving Greenberg Family Cancer Centre (3045 Baseline Road).

COVID-19 Safety Protocol: TOHF complies with all Health and Safety regulations that are established by The Ottawa Hospital's Occupational Health Department, which presently includes: daily health screenings for all staff, the mandatory use of face masks, frequent custodial cleanings, and reminders to observe social distancing/good hand hygiene.

Language: English essential, French considered an asset

Annual Salary: \$56,900-\$67,000

Benefits: Includes medical benefits (semi-private hospital, extended health care, vision care, dental care); life insurance; employee and family assistance program; defined benefits pension, and much more.

Years Experience: 3+ years experience in philanthropy and/or relationship building.

About Us

The Ottawa Hospital Foundation has launched the historic \$500-million *Campaign to Create Tomorrow*. This multi-year fundraising campaign is the largest in Ottawa's history and will support the New Campus Development on Carling Avenue and world-leading research at The Ottawa Hospital.

"Each of us can be part of a moment that future citizens of our community will someday look back on and realize, together, we revolutionized healthcare for generations to come. We have enthusiastically embraced this special moment in time, as this campaign supports one of the most important community legacy projects of our lifetime. We want the best staff to join our exceptional team as we prepare for this generational opportunity."

Tim Kluge, President and CEO, The Ottawa Hospital Foundation

We are proud to have what we believe to be the best, the brightest and the most dedicated employee team in the entire country! We have worked hard to create a work environment that fosters collaboration, creativity and work satisfaction for all of our employees. Consistently, we are ranked as one of the highest performing foundations in Canada.

Primary Responsibilities:

- Liaise with fundraisers and TOH leadership (finance, clinicians and other leaders) to facilitate all aspects of designated giving.
- Leverage our project management software (Wrike) to ensure that all relevant deliverables are tracked, actioned and well communicated within the team and that deadlines are met
- Liaise with TOH finance to manage potential and secured designated gifts, including approval on the purpose and use of funds for projects and equipment as well as review of gift agreements and database coding
- Liaise with TOH leadership, the capital planning team and subject matter experts to ensure up-to-date content for donor stewardship/impact reports, content for stewardship letters/calls related to donor-funded projects, and content for donor proposals
- Identify and recruit TOH subject-matter experts for story and podcast content, donor visits and printed materials

- Assist with identifying, recruiting and scheduling speakers for donor experience events, donor tours and donor meetings. Coordinate briefing meetings with all participants to agree on key messages and clarity of roles
- Liaise with TOH to maintain a current approved equipment list
- Recruit Hospital staff to help usher donors through the fundraising cycle. This includes identifying, recruiting, and scheduling Hospital staff to participate in private donor meetings, donor tours, and larger scale events, and other activities (such as our podcast) as needed
- Help ensure that donors understand the impact of their gift by involving Hospital staff in the preparation of stewardship and solicitation materials, including donor impact reports, stewardship letters, donor proposals etc.
- Build and maintain strong relationships with Foundation peers and Hospital partners, including Hospital leadership, clinical managers, doctors, and financial/accounting professionals
- Perform analytics of workflows in Wrike, and suggest process improvements
- Contribute to our stewardship strategy through meetings and ongoing collaboration with the Donor Experience team
- Liaise with Hospital Patient Relations on behalf of donors seeking assistance in navigating medical issues/visits
- Provide superior customer service to all TOHF stakeholders (donors, prospects, volunteers, hospital partners etc.) through email, telephone, and occasionally in-person at our various offices, as workplace health and safety regulations permit.

Other related duties:

- Participate in Foundation meetings, planning sessions, team building sessions, etc. as required
- Attend cultivation, recognition and stewardship Foundation activities as required
- Work collaboratively with Marketing to develop and execute promotional strategies and fulfillment requirements
- Provide support to any project which may arise in relation to the Foundation or projects designated by the supervisor(s)
- Provide concierge service at Storefronts

Knowledge, Skills, and Abilities

- Tact, diplomacy and maturity in dealing with wide array of stakeholders (colleagues, hospital staff, general public) is paramount
- Strong verbal and written communication skills, particularly the ability to communicate clearly and concisely.

- Exceptional interpersonal and relationship building skills. The ability to maintain a broad range of professional relationships
- Ability to think strategically, plan and prioritize and work proactively to meet deadlines
- Team player; always maintains a positive attitude and a strong “get-the-job done” work ethic.
- Experience with a CRM database (particularly Raiser’s Edge/Blackbaud) and SharePoint is considered an asset
- Post-secondary diploma/degree from a recognized community college, university or equivalent

Operational Requirements

- Driver’s License and access to a vehicle will be an asset for this role
- Willingness and ability to work outside of regular business hours is required

Benefits

The true benefit of working with The Ottawa Hospital Foundation comes from the ability to work on a team that is making a difference in our community. Everything we do has a direct impact on improving the lives of people in the Ottawa region every day. In addition to an exceptional and collaborative work environment, The Ottawa Hospital Foundation also offers an excellent compensation and benefits package, and values and supports ongoing professional development opportunities for all members of our team.

We believe that our people are our strength. Our success stems from our ability to attract and retain the best people who have a passion for our community’s health care system and want to make a difference in your community. If you are looking for a truly unique career opportunity and a chance to work for an established, successful organization, The Ottawa Hospital Foundation is the ideal place for you. Apply today via email at tohf-jobs@tohf.ca.

How to Apply

Please forward your resume and cover letter outlining your experience, salary expectations and why you think you would be a suitable candidate for this position to TOHF-jobs@tohf.ca by **Friday June 24, 2022**. Your application should be submitted in PDF format and should use the following title:

Firstname_Lastname_Stakeholder Relations Officer.

The Ottawa Hospital Foundation values diversity and embraces an organizational culture that is inclusive and free of bias and discrimination. The Foundation is committed to a board and staff that is comprised of talented and dedicated individuals with a diverse mix of expertise, experience, skills, and backgrounds.

We would like to thank all applicants in advance and advise them that only candidates selected for an interview will be contacted.

Job Contact Information

Human Resources

The Ottawa Hospital Foundation

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