



Keeping Families Close™
Garder les familles ensemble

Development Manager

Full-Time

\$70,000 to \$85,000

Ronald McDonald House Charities Ottawa (RMHC Ottawa)

Since 1984, Ronald McDonald House Charities Ottawa (RMHC Ottawa) has provided a safe, inclusive, and compassionate place for families to call 'home'. Providing the comforts of home to out-of-town families whose children are seeking treatment at the Children's Hospital of Eastern Ontario (CHEO) allows them to focus on their child's health and removes the financial burden and the commute they would otherwise incur. RMHC Ottawa also operates two Family Rooms within the hospital, providing all families a space to rest and recover, as well as access to the comforts of home while spending long days in the hospital. These Family Rooms are used primarily by families who reside in Ottawa.

RMHC Ottawa operates independently and works closely with the greater Ronald McDonald House Charities network (across Canada and globally). Our House can currently accommodate 14 families at a time, and we are in the process of expanding to 36. Our team is growing, and this is an exciting time to join our organization. Our staff complement is 12 and we have 56 amazing volunteers who help with operations.

Job Purpose:

Reporting to the Campaign Director, the Development Manager leads the development and implementation of specific annual fundraising activities and donor communications for RMHC Ottawa. The role's primary focus is business development for the organization. This includes developing and executing strategies to create relationships with new, mid-level donors, primarily through attending events in the community and conducting research and, second, through mining our donor base.

Key Responsibilities:

- Together with the Campaign Director and fundraising team members, participate in the strategic development and execution of an annual fundraising plan to fund ongoing operational costs for the House and Family Rooms.
- Lead the growth of the Mid-Level Giving program through strategic moves management.
- Act as the Foundation's representative to Ottawa's business community, services clubs and community organizations, fostering partnerships and increasing visibility.
- Set and meet aggressive yet achievable targets for new business development, events, touch points, House tours and donations (as examples).
- Manage a portfolio of mid-level donors as the lead relationship manager – inclusive of thoughtful stewardship, data tracking and analysis, and strategic program growth. Identify and work close with the Campaign Director to transition donors when they are ready to elevate to Major Gifts.
- Adjust to the evolving preferences of new donors, whether it involves hosting or attending events, phoning, visiting, etc.
- Working with the team, develop new strategies to grow our existing donor base through Annual Giving programs. These may include acquisition strategies, social networking, e-requests, monthly giving, etc.

- Work with the Communications Officer on content for stewardship and donor relations materials – for use on social media, web, in-house screens, radio, video and in print materials.
- Collaborate with Communications to increase brand awareness and donor engagement.
- Develop an annual budget and plan for new business acquisition.
- Ensure the donor database is kept up to date, recording new information and actions when they occur.
- Provide accurate data when required for reporting to RMHC Global, Canada, to our Board and in communications materials.
- Contribute to the successful implementation of the Foundation's strategic plan, including the RMHC Ottawa annual operational plan and budget.
- Work cooperatively and effectively with members of the staff and volunteer teams to advance the mission in a collaborative, integrated manner.

Core Competencies:

- **Communication Excellence**
The ability to convey ideas persuasively in a clear, concise manner. Excellent written, verbal, presentation, and interpersonal skills.
- **Relationship Management**
A commitment to build and maintain a positive rapport with internal and external stakeholders. Recognition of the role that donors, partners and colleagues all play in the success of RMHC Ottawa and RMHC Canada.
- **Leadership**
Engages and inspires others to help accomplish team and organizational goals. Maintains professionalism under pressure. Models the RMHC core values.

Qualifications:

- Post-secondary degree or diploma in Fundraising or a related field.
- At least 5 years of progressive experience in fundraising, including experience in major giving and with a proven track record securing five-figure gifts.
- Demonstrated ability in prospect research, proposal writing, and donor cultivation.
- Excellent written and verbal communication skills, including public speaking.
- Excellent organizational and project management skills, with the ability to problem solve and manage multiple priorities in a dynamic and time-sensitive environment.
- Dependable, flexible, and resourceful with excellent team and interpersonal skills.
- Proficient in Microsoft Office Suite (including PowerPoint, Excel and Word).
- Proficient in Raiser's Edge or similar donor CRM system is an asset.
- Knowledge of Canada Revenue Agency charitable giving regulations.
- Flexibility to work occasional evenings and weekends.
- Pre-employment Criminal Records Check and Child Abuse Registry Check are required.
- A valid driver's license and access to a vehicle.

Application Process: Applications will be accepted until October 10th, 2025. If you wish to apply, please submit your cover letter and resume by email to cynthia@rmhottawa.com. Although we appreciate the interest of all candidates, only those invited for an interview will be contacted. RMHC Ottawa is committed to offering reasonable accommodations to job applicants with disabilities. If you require accessibility accommodations to participate in the recruitment process for the above position, please state required accessibility accommodations with your email application.