



## Philanthropy & Donor Relations Coordinator

<b>Department</b>	Philanthropy & Communications
<b>Reporting Manager</b>	Senior Director, Philanthropy & Communications
<b>Shift</b>	37.5 hrs per week
<b>Status</b>	Permanent, Full-time
<b>Category/Salary Scale</b>	N/A
<b>Location</b>	Oakville

### About the organization

Health Partners International Canada (“HPIC”) is a not-for-profit relief and development organization dedicated to improving access to medicine and improving health for vulnerable communities around the world. As the only charity licensed by Health Canada to handle donated medicines, HPIC contributes to health and well-being by providing donated essential medicines and supplies, responding to emergencies, and strengthening local health systems. We partner with a network of non-governmental organizations (NGOs) and medical mission teams, with pharmaceutical and healthcare product companies, and with foreign and Canadian government departments.

### About the Position:

The **Philanthropy & Donor Relations Coordinator** will support HPIC's mission by managing donor relationships, executing fundraising campaigns, and overseeing stewardship efforts. This role requires a strong background in sales/fundraising, with a focus on developing revenue-generating strategies to sustain HPIC’s international humanitarian work. The ideal candidate is passionate about international relief, has strong interpersonal skills, and thrives in a mission-driven environment.

### Primary Responsibilities:

#### 1. Campaign Execution & Portfolio Growth (50%)

- **Campaign Execution:** Oversee the full lifecycle of multi-channel fundraising campaigns, ensuring they are delivered on time and within budget.
- **Stakeholder Management:** Build and manage relationships with internal teams, external agencies, vendors, and other key stakeholders throughout the campaign process.
- **Annual Strategy Development:** Collaborate with the Sr. Director, Philanthropy to create a donor acquisition strategy, manage the annual mix of fundraising tactics, and ensure a high return on investment (ROI) for the donor program portfolio.
- **Data-Driven Insights:** Analyze and review past campaigns and donor engagement activities with external agencies and internal stakeholders to identify key insights for campaign improvements.

- **CRM & Donor Data Management:** Work with internal teams and external vendors to enhance and update Donor Perfect CRM processes, ensuring data is accurate, donor preferences are documented, and that donor journeys are optimized for engagement and retention.
- **Monthly Giving Program Growth:** Support the growth of HPIC's Monthly Giving Program, working with the Sr. Director, Philanthropy to develop goals, strategies, and tactics for program execution, ensuring donor retention and increasing the donor base.
- **Proposal & Report Writing:** Assist with preparing proposals, reports, and strategic communications for donor funding partnerships.
- **Signature Events:** Contribute to the planning and execution of HPIC's signature fundraising events, ensuring successful donor engagement and event operations.

## 2. Event Coordination (15%)

- **Event Planning & Execution:** Assist in the planning, coordination, and execution of key fundraising and donor engagement events, including managing logistics such as invitations, rentals, and event coordination.
- **Advancement Integration:** Identify opportunities to infuse a culture of philanthropy into existing events, strengthening donor relationships and engagement.
- **Budget Adherence:** Ensure all event-related expenses are within the assigned budget and provide any necessary budget updates to the supervisor.
- **Collaboration with Communications:** Partner with the Communications Team to ensure timely, accurate, and impactful event communication materials.
- **Event Quality:** Maintain high standards of event excellence, collaborating with event staff to ensure smooth execution of an exceptional donor experience.

## 3. Donor Relations & Stewardship (20%)

- **Donor Engagement Strategy:** Enhance strategies for donor stewardship, ensuring long-term relationships and continued donor support in the philanthropic program.
- **Policy Implementation:** Contributes to the development and implementation of policies and best practices for donor relations and stewardship, ensuring alignment with organizational goals.
- **Donor Recognition:** Supports the creation and execution of a comprehensive donor recognition framework that ensures donors feel valued and appreciated, fostering long-term support and engagement.

## 4. Data Quality Administration (15%)

- **Collaboration with Finance:** Works with the Accounts Receivable Staff to ensure accurate and up-to-date donor data entry in Donor Perfect CRM, maintaining high-quality data records.
- **Data Reporting & Analysis:** Generate reports and conduct data analysis to inform fundraising strategies and campaigns. Use data insights to refine segmentation and enhance donor stewardship efforts.
- **Point of Contact for Data Quality:** Serve as a point of contact for all data quality issues related to donor relationships. Collaborate with internal staff across departments to ensure all relationship information is current and accurate in the CRM.
- **Process Improvement:** Identify opportunities to streamline data management processes and improve donor segmentation, engagement, and retention strategies. Keep procedural documents for CRM use updated.

### Qualifications:

- **Experience:** Minimum 2-3 years in fundraising, with experience managing email campaigns, digital advertising, lead acquisition, conversion campaigns, and monthly giving programs with a demonstrated ability to generate revenue.

- **Skills:** Deep understanding of direct marketing principles, campaign analytics, and data-driven decision-making. Strong writing and content creation skills to craft compelling stories that inspire donors.
- **Fundraising Knowledge:** Familiarity with ethical fundraising guidelines, Canada Revenue Agency (CRA) rules for receipting, and industry best practices.
- **CRM & Tech Proficiency:** Advanced knowledge of CRM systems like **Donor Perfect**, email marketing platforms (e.g., Constant Contact), and Microsoft Office. Ability to manage and maintain CRM databases and ensure accurate donor data entry.
- **Event Planning:** At least 2 years of experience planning and coordinating fundraising events and donor engagement activities.
- **Other:** Strong analytical skills, attention to detail, organizational and time management skills, and the ability to handle sensitive information confidentially.
- **Bilingualism** (English/French) preferred.
- **Knowledge** of receipting rules and guidelines for digital and offline donations per Canada Revenue Agency (CRA).

#### **Other Duties as Assigned**

- **Volunteer Program Support:** Occasionally, assists in onsite and offsite activities for corporate and community volunteer groups, including supporting presentations, packing activities to enhance their overall experience. Ensures that volunteers leave with a strong understanding of HPIC's mission and the impact of their contributions
- Participate in additional tasks as necessary to support the team and organization's goals.

#### **Working Conditions:**

**Office Presence:** This is an office-based role with some front-facing responsibilities for external relationships. HPIC is currently operating under a **hybrid model**, meaning some flexibility for remote work may be available, while key activities and collaboration will take place in the office.

**Dynamic & Fast-Paced Environment:** The role operates within a dynamic and fast-paced environment, requiring adaptability, time management, and the ability to handle multiple priorities effectively.

**Travel:** Occasional evening and weekend work, as well as local travel, may be required to attend activities and events.

**Driver's License:** A valid driver's license and access to a vehicle are required for travel to events or donor meetings.

This role is ideal for an individual who is mission-driven, enjoys mission-related work and has a solid understanding of the importance of philanthropic programs within an organization. Individuals should be comfortable working in a fast-paced, dynamic environment and are eager to jump into emerging opportunities that benefit HPIC.

#### **How to apply:**

If you find this position interesting and believe your skills and experience align, we encourage you to apply! Please submit your cover letter and resume to [dgomez@hpicanada.ca](mailto:dgomez@hpicanada.ca)

**Subject Line:** Philanthropy and Donor Relations Coordinator

We thank all applicants for their interest, however, only those under consideration for the role will be contacted.

**Application Deadline:** January 6<sup>th</sup>, 2025