



FAMILY HOUSE

FAMILY HOUSE, INC. JOB DESCRIPTION

POSITION: Director of Development
STATUS: Full-time, Exempt
REPORTABILITY: Senior Director of Development

About Family House

Family House reduces emotional and financial stress for people dealing with medical crises in a city where they are strangers. Located within close proximity to area hospitals, Family House offers the comforts of home and convenience to loved ones at affordable rates. Whether here for cancer treatments, trauma care, or transplants, our services give families the peace-of-mind to focus on the care of those closest to them.

Our Mission

Family House has been open for over 40 years and provides a “home away from home” for patients and their families who must travel to Pittsburgh for medical care.

Position Overview

Family House (FH) is seeking a dynamic, collaborative, experienced professional to join the Development Department as Director of Development (DoD). The DoD will join the organization’s Senior Leadership Team and will plan and manage all FH annual fundraising activities and organization-wide marketing, communications, and volunteerism initiatives. The DoD is responsible for raising approximately \$1.25MM annually through philanthropic and sponsorship support.

The position will manage all annual fund development activities and administrative functions for FH, which includes individual giving (major and planned gifts; direct mail, email, and face-to-face appeals), foundation giving, corporate support (philanthropic, in-kind, and sponsorship), and event fundraising (e.g., Family House Polo Match and Gala). The DoD also manages the administrative functions necessary for success, including database entry, financial reconciliation, gift acknowledgment processes, and other tasks as needed.

The position oversees the strategy and execution of external communications efforts to increase public awareness of FH and its charitable profile, which includes supervisory responsibility for the Manager of Marketing and Communications. The DoD also supervises the Volunteer and Events Manager whose role is to coordinate and execute FH fundraising and special events, as well as maximize opportunities associated with FH’s dedicated volunteers who welcome guests, prepare and serve meals, and serve in leadership roles in support of the organization’s major fundraising events.

The position works directly with, and is accountable to, the Senior Director of Development. FH is a small organization, and this is an exciting role with much potential for a results-oriented and self-motivated individual.

The salary range for this position is between \$85,000 and \$90,000 and there is an opportunity for a flexible work schedule.

RESPONSIBILITIES:

Maintain awareness of the FH Guest Services Standards and apply them when the opportunity arises.

1. The management and growth of individual giving, foundation and corporate giving, and Family House's two major fundraising events (Family House Polo Match and Gala).
2. Create and implement an annual development plan to include strategies to increase giving to the annual fund, Family Assistance program, programmatic support, capital improvements, Board campaigns, and other FH needs.
3. Develop, maintain, manage, and record in the FH database all relationships with individuals, corporations, and foundations that result in support for Family House. Cultivate and leverage connections that Board members and FH advocates (current donors, volunteers, guests, staff, and vendors) have with potential funding sources.
4. Supervise the Manager of Marketing and Communications, whose responsibilities include social media management, website supervision, marketing, special event promotions, and external communications.
5. Supervise the Volunteer and Events Manager, whose responsibilities include coordinating and executing FH's two major fundraising events (Polo and Gala) and other special events; recruiting and training house volunteers; and coordinating the volunteer group meal program, which includes recruiting corporate, student, and other community group participants.
6. Oversee the research and preparation of all grant requests/presentations including acknowledgments and reports.
7. Oversee management of Family House's donor records system, maximizing donor identification, cultivation, and analysis, ensuring all donor and donor prospect engagements are recorded in a timely manner such that recognition and ongoing cultivation strategies are appropriately developed and executed.
8. Supervise the creation, production, and distribution of FH donor and partner communications, including newsletters, stewardship messages, healthcare partners and volunteer messages, and annual reports, including writing, editing, photography, and videography.
9. Develop and manage the development, marketing, and volunteer annual budgets.
10. Other duties as assigned.

SKILLS REQUIRED:

1. Community service-minded professional with demonstrated fundraising success, particularly with individual and corporate donors.
2. Excellent communication skills, both oral and written, to effectively communicate with individual donors; volunteers; the foundation, corporate, and business communities; colleagues; the general public; Family House guests and partners.
3. Experience in fundraising campaign and event planning, management, and implementation.
4. Must be creative, possess strong organizational and strategic thinking skills, and demonstrate efficiency in work prioritization.
5. Ability to work independently as well as collaboratively within various groups/settings.
6. Self-motivated and independent thinker, possessing a positive, can-do attitude and strong customer service orientation.
7. Flexible and willing to embrace new ideas, seek and seize upon new opportunities, and comfortably adapt to the dynamic environment in which Family House operates.

PRACTICAL EXPERIENCE REQUIRED:

1. Bachelor's degree required; advanced degree and professional certification desirable.
2. Five or more years of progressive work experience in development and fundraising.
3. Strong word processing, Excel, database, and website management systems needed; familiarity with Salsa CRM, Salsa Engage, and WordPress desired.
4. Proficiency with managing social media channels (Facebook, Instagram, and LinkedIn) desired.

BENEFITS FOR FULL-TIME EMPLOYEES

This is a full-time, exempt position. Family House offers competitive benefits to include:

- Comprehensive medical (UPMC), dental, vision, life & disability benefits package
- Health Savings Account
- 403B with employer match up to 6%
- Vacation, Personal, and Sick days
- Wellness Programs
- Flexible Work

Kindly send cover letter and resume to employment@familyhouse.org. We look forward to learning more about you!

PHYSICAL REQUIREMENTS:

1. Must be able to tolerate long periods of time working in front of a computer screen.
2. Must be able to communicate in a clear and professional manner in person, in writing, and on calls.
3. Must possess a valid driver's license and the ability to transport self and materials to various locations in order to transact business and/or complete required job tasks.
4. Ability to lift 25 pounds

NOTE: The above statements are intended to describe the general nature and level of the work being performed by people assigned to this position. They are not exhaustive lists of all duties, responsibilities, and knowledge, skills, abilities and working conditions associated with this position.