

## Position Description

### Position Details

Position Title:	<b>Philanthropy Officer (Grateful Patient Fundraising)</b>
Employment Type:	12-month Contract (Maternity Cover)
Reports to:	Director of Philanthropy/Head of Fundraising
Commencement Date:	ASAP

### Why work for the NORTH Foundation?

The NORTH Foundation is proud to be the registered charity for the Northern Sydney Local Health District (NSLHD) and to serve as the fundraising partner for Royal North Shore, Ryde and Hornsby Ku-ring-gai hospitals and the Kolling Institute of Medical Research.

The NORTH Foundation has a clear and simple mission to improve community well-being by supporting innovative health research and the delivery of exceptional patient care. You will be empowered to find innovative ways to achieve this mission in a team environment and will have a clear understanding of how your efforts contribute towards the NORTH Foundation being widely recognised as a major contributor to world class medical research and a community health system in which people enjoy improved health throughout their whole lives.

For more information, please visit [www.northfoundation.org.au](http://www.northfoundation.org.au)

### Main Purpose

To implement the NORTH Foundation's Grateful Patient Fundraising Program – Gifts of Gratitude – in order to increase philanthropic giving and grow our donor pipeline. The Foundation's Grateful Patient Fundraising program is currently in its infancy with huge potential for growth. The Philanthropy Officer will collaborate with the fundraising team and beneficiary stakeholders to identify projects in need of funding, create/conduct philanthropy training for relevant NSLHD staff, handle donor referrals, foster relationships with grateful patients, create relevant impact reporting materials and ensure overall promotion of the Gifts of Gratitude Program. The aim will be to identify, engage and cultivate relationships with prospects, donors, grateful patients and members of the community who have the potential to give with the purpose of increasing philanthropic support to the NORTH Foundation. The role will primarily focus on cultivating and soliciting gifts of between \$1,000 - \$50,000 with a special emphasis on retention and repeat giving.

This role will work collaboratively with the MarComms & Database & Business Services

## **Key Responsibilities**

The Philanthropy Officer will be responsible for the development and implementation of the Foundation's Grateful Patient Fundraising Program with a specific focus on mid-tier gifts between \$1,000 - \$50,000.

Some of the key areas the role will be responsible for are:

### **Grateful Patient Fundraising Program**

- Implement the NORTH Foundation Grateful Patient Program Strategy
- Assist with the development of Grateful Patient Fundraising collateral and promotional material
- Create and deliver philanthropy/fundraising training for relevant NSLHD healthcare staff, clinicians and researchers
- Manage and coordinate prospect/donor referrals from NSLHD staff in order to develop donor relationships and close philanthropic gifts
- Identify pre-existing NSLHD activities which can be used to promote the grateful patient fundraising program or engage potential prospects/donors
- Provide high quality and appropriate advice, information and support relevant NSLHD staff in their fundraising and philanthropy efforts.
- Manage and steward relationships with grateful patient donors to encourage continued giving
- Actively engage with multiple beneficiaries and their staff – including having a physical presence at a wide variety of facilities (including but not limited to Royal North Shore Hospital, Ryde Hospital, Hornsby Ku-ring-gai Hospital, etc)
- Coordinate the Development Committee Grateful Patient Fundraising Sub-Committee

### **Mid-Tier Gifts Portfolio (\$1,000 - \$50,000)**

- Build and manage a personal portfolio of up to 100 prospects that have made or have the potential to make a commitment of between \$1,000 - \$50,000 and develop strong and sustainable relationships with these individuals to identify and deepen their interest in the Foundation or our beneficiaries.
- Prepare appropriate backing documents and communicate with Business Services to ensure gifts are received efficiently & effectively
- Prepare proposals, solicitation letters, and other cultivation materials for mid-tier prospects/donors
- Prepare stewardship materials and impact reporting for mid-tier prospects/donors.
- Develop and implement an annual work plan to maximise effectiveness and ensure activity targets (including number of prospect meetings, visits, calls and contact) and dollar goals are met.

### **Developing Fundraising Priorities**

- Under broad direction from the CEO & Director of Philanthropy support the philanthropic strategy for Foundation to achieve agreed strategies and targets.
- Establish relationships and work collaboratively with clinicians, researchers and hospital staff to identify and develop fundraising priorities
- Actively attend NSLHD & Beneficiary meetings and events to collaborate with healthcare staff, clinicians and researchers
- Develop and promote gift ideas/ strategies that align with the NORTH Foundations fundraising priorities
- Utilising a 'Case of Support' model help to develop fundraising priorities and engage the broader community.

- Assist in the strategic development and coordination of Fundraising Priority events/launches with a particular focus on meaningful outcomes

**Other duties as assigned by the Chief Executive Officer or Director of Philanthropy of the NORTH Foundation in line with the strategic vision.**

### **Selection Criteria**

#### **Essential**

- Excellent time management, administrative and organisational skills with the ability to plan workload, prioritise tasks, meet deadlines, report back and adapt to changing circumstances
- Excellent written and verbal communication skills with strong attention to detail and ability to tailor messaging to a variety of audiences
- Excellent stakeholder management skills and ability to establish collaborative and sustainable relationships with both internal and external stakeholders
- Ability to think creatively, pitch ideas and develop a program/initiative from scratch
- Results oriented approach and desire to deliver tangible outcomes that feed into Foundation strategic goals
- Ability to articulate a case for support for the foundation's priorities in a way that is compelling and demonstrates impact
- Ability to proactively engage and collaborate with members of the community
- Ability to interpret, dissect and analyse complex written material such as scientific and health information, grant guidelines and application forms
- Strategic and analytical thinking; ability to identify opportunities and tackle a problem by using a logical, systematic, sequential approach
- High level of professional information technology skills
- Ability to work collaboratively and with a high level of flexibility both in a team and independently, in an environment with changing demands.

#### **Desirable**

- Experience building trusted long-term partnerships and relationships
- Experience working in a multi-cause not-for-profit or philanthropic organisation
- Experience working within the health sector or with medical/health staff
- Experience working with a CRM Data base (like ThankQ, Salesforce, Raiser's Edge, etc)

### **Special Requirements**

Willingness to undertake shifts of work outside standard office hours (including nights and weekends) for events.

### **Job Complexity, Skills, Knowledge**

#### **Supervision & Independence**

This Philanthropy Officer reports to the Director of Philanthropy who will provide overall supervision, direction and guidance. The Philanthropy Officer is expected to take a continuous improvement approach to their tasks and to propose, develop and implement on-going process improvements.

#### **Problem Solving & Judgment**

The Philanthropy Officer is expected to prioritise and schedule their workload, sometimes with competing deadlines, to achieve the best individual and team outcomes. The incumbent will also be expected to exercise judgment and respond appropriately to situations arising through interactions with current and prospective donors.

The Philanthropy Officer is expected to serve as a responsible, ethical representative of the NORTH Foundation and NSLHD in all official interactions.

### **Professionalism**

The Philanthropy Officer will be expected to work with a level of independence and self-direction and must establish effective working relationships with all members of the Foundation Team, as well as with NSLHD staff and external suppliers.

### **Behaviours / Attributes**

- A combination of the personal sensitivity, maturity of approach and that is needed when working with prospective donors.
- Ability to handle sensitive and confidential information.
- Demonstrates accountability for work outcomes and exercising sound judgement.
- Adaptable and able to make things happen in fast-paced dynamic team environment.
- Ability to receive instruction positively and execute successfully.
- High level of attention to detail and accuracy with a proactive approach to minimise errors and increase efficiencies.
- Quickly learns new technology and processes.
- Undertakes work in a safe and compliant manner by adhering to company policies, including workplace health and safety procedures.
- Personal motivation and affinity with the NORTH Foundation mission.
- Self-confidence, enthusiasm and a “can do” attitude.
- Demonstrated commitment to teamwork, learning, skills development, knowledge and information sharing.
- Understand and promote NORTH Foundation Values –

**INTEGRITY | COMPASSION | INNOVATION | COLLABORATION | IMPACT**