

Position:	Fund Development Officer, Donor Services
Reports to:	Director of Development
Location:	South, Central or North Island (hybrid or remote model will be considered)
Term:	Full Time
Hours of work:	Monday-Friday, 37.5 hours/week
Salary Range:	\$54,951 - \$68,699/year

About us:

Children's Health Foundation of Vancouver Island (CHFVI) has invested in the health of Island kids for almost 100 years. Our mission is to ensure all Island families have access to the health care they need, when and where they need it the most. Thanks to the generosity of our donors, we are able to bring supports closer to home and help transform the lives of children and youth living with physical and mental health challenges.

We collaborate with communities, partner organizations, and donors to fund programs and provide supports to address the daily and often urgent health care needs families face when caring for a child with complex health challenges. Our crucial fundraising work began with inpatient support for kids with polio and other physical health challenges in 1927 and has evolved with every emerging health care need in the decades since.

We know kids may only be 21% of our Island's population, but they are 100% of our future. Help us invest in this future and join us as champions for the health of every Island family.

Who we're looking for:

We have an exciting opportunity for a **Fund Development Officer** to join our Foundation and support our Donor Services. As part of the Fund Development team, the Fund Development Officer, Donor Services is responsible for the overall completeness and accuracy of the Raiser's Edge database. The position performs complex processes, imports, queries and exports to produce detailed accurate information for use in research, mailings, analysis and action. In addition, the Fund Development Officer, Donor Services is often the initial point of contact for the community, donors, volunteers and board members.

Why join us?

Are you looking for a career where you can make a difference? The work you do with CHFVI will have a direct and positive impact on children and families on Vancouver Island and surrounding islands. The Foundation believes in providing its employees with a respectful and inspiring workplace, and offers competitive salaries, comprehensive extended health and dental benefits, health spending account, and a pension program.

Responsibilities

Data Entry and Raiser's Edge (RE) Management

- In collaboration with the Director of Development and the Director of Finance, Operations & IT, develop and document procedures for accuracy and consistency of Raiser's Edge data and implement/oversee adherence to the procedures
- Enter and process all gifts into the database

- Act as a resource to staff regarding basic Raiser's Edge (RE) functions, e.g. adding actions, query design, other reports
- Support the data needs of staff through the creation of queries and generation of reports using Raiser's Edge (including but not limited to, LYBUNT, SYBUNT, mailing lists, invitation lists, donor recognition system updates, donor recognition/wall lists etc.)
- Assist with the integration of Raiser's Edge and Constant Contact and/or other systems and databases
- Work with third-party partners to administer all aspects of the monthly donor program, including adjustments to monthly donations, reconciliation reports and the issuing of both individual and consolidated tax receipts as applicable

Database Administration

- Maintain donor records and ensure procedures are in place to protect confidentiality
- Issue tax receipts according to CRA rules
- Distribute personalized thank-you letters, customizing as necessary
- Prepare and distribute donation reports to staff
- Administer automatic monthly bank account withdrawals twice per month using the automated system within the banking platform used
- Track donations and pledges, following up as required
- In-depth knowledge of rules regarding recognition and recording of Gift in Kind donations
- Regularly perform database integrity checks
- Review and archive records within the donor database as appropriate

Fund Development Administration

- Assist with coordinating Foundation events including building event modules in RE, preparing briefing package formats, and recording guest participation in RE
- Assist with entry of receipts from Foundation events using various automated processors (e.g. Bambora, EventBrite, Raffle Nexus, etc)
- Maintain donor and fund files (paper and electronic)
- Liaise with Blackbaud, RESolutions and other database contractors
- Pull necessary reports and lists in relation to direct response and annual giving solicitation efforts
- Coordinate the creation and execution of the direct response program in collaboration with the Director of Development
- Oversee volunteers to support administration and fundraising activities of the Foundation

Prospect Research

- Provide proactive research on donor prospects through analysis of donor records
- Support all staff with entry of prospects into the pipeline and providing training to staff regarding management of these entries

Reporting and Reconciliation

- Utilize statistical analysis techniques to uncover trends, patterns, and insights within the data
- Develop and implement data models to predict future trends and outcomes
- Conduct in-depth data analysis and reporting to inform strategic decision-making for senior team and development office

- Develop regular and ad-hoc reports to track key performance indicators and present program impact
- Present findings and recommendations to stakeholders, including senior leadership and program managers
- Perform regular (daily, weekly, monthly and yearly) financial reconciliations, ensuring revenue data is complete and accurate and assist in reconciliation to General Ledger
- Reconciles weekly disbursements of automated Credit/Debit card donations (processed via Blackbaud or Canada HELPS) and associated fees charged through Global Payments
- Respond to any audit queries working with the Finance team and external auditors
- Provide reports and analysis of fund development results using Raisers Edge to capture revenue
- Assist with annual CRA filing (T3010)

Core Competencies

- Communication (*Clear verbal & written communication/Effective listening*)
- Interpersonal skills (*Social sensitivity/Approachability/Building and maintaining relationships/Teamwork*)
- Open-mindedness (*Open to others' ways of approaching situations/Works with shared agendas/Creative Thinking*)
- Accountability (*Follows through on responsibilities and commitments/Reliable and dependent*)
- Confidentiality (*Maintains details appropriately/Shares sensitive information with appropriate parties*)

Required Skills and Experience

- Minimum 3 years of Raiser's Edge database management experience
- Knowledge of CRA Charitable Tax Rules and Receipting
- Ability to work in a fast-paced, dynamic office environment
- Experience using Microsoft Office (Word, Excel and Outlook), specifically with experience using mail merge function in Word
- A high level of organizational ability, attention to detail, and ability to manage tight timelines
- Strong customer service orientation including the ability to clearly and professionally provide service over the telephone
- Basic understanding of philanthropy and the social profit sector

Application process

Visit [Children's Health Foundation of Vancouver Island Job Board - Fund Development Officer, Donor Services](#)

Deadline: All submissions should be received **by Thursday, May 18th, 2025.**

Equity: The Foundation welcomes applications from all qualified individuals, including, but not limited to persons with disabilities; racialized persons; First Nations, Inuit, and Métis; and persons of any gender identity and sexual orientation. The Foundation is committed to providing an inclusive and barrier-free recruitment process and work environment.

All qualified candidates are encouraged to apply; however, must be legally entitled to work in Canada.