

DEVELOPMENT COORDINATOR

December 2022

About Dying With Dignity Canada

Dying With Dignity Canada (DWDC) is the national human-rights charity committed to improving quality of dying, defending end-of-life rights, and helping Canadians avoid unwanted suffering.

DWDC has four strategic priorities:

1. Nurture a more inclusive and diverse end of life rights movement: DWDC will seek out, listen to, and integrate more perspectives in the work that we do
2. Address barriers to accessing a good death: DWDC will lead national advocacy efforts to eliminate obstacles to end-of-life choice, including access to advance requests and end forced transfers
3. Deliver high quality, relevant programs and services: DWDC will provide information, education, and support to individuals, families, and clinicians across Canada
4. Ensure sustainability, resiliency, and mission success: DWDC will invest in the growth and development of the organization and its people

DWDC is committed to promoting a culture of wellbeing for our team. We provide extensive benefits and support for all team members so you can focus on doing meaningful work. Our perks include:

- Competitive salary
- Three weeks' paid vacation and paid sick days
- Health benefits, including an EAP program and additional mental wellness supports
- Matching Group Retirement Savings Program
- Flexible work hours and hybrid work model
- Opportunities for professional development

Overview

The Development Coordinator is responsible for providing superior customer service to those contacting Dying With Dignity Canada by promptly responding to or redirecting all incoming inquiries and requests as appropriate. Reporting to the Director, Development, and working under the guidance of the Development team, the incumbent is responsible for administration and data entry related to development activities. A key member of the Development team, the Development Coordinator delivers compassionate-donor-centric service, using initiative, tact and attention to detail while ensuring confidentiality.

Salary range: \$43,000-\$52,000 annually

IT'S YOUR LIFE. IT'S YOUR CHOICE.



Dying With Dignity Canada

500 - 1835 Yonge Street

Toronto, ON M4S 1X8

Tel: 1-800-495-6156

info@dyingwithdignity.ca

Key Deliverables and Responsibilities

- Acts as the first point of contact, responding to and forwarding general email and phone inquiries as appropriate while responding to all development-related inquiries
- Arrange and coordinate meetings and appointments as required
- Open mail, distribute or process as appropriate, contacting and updating returned mail contacts
- Prepare, sort, and scan incoming mail / donation documents
- Prepare and deposit all incoming cheques and cash
- Update credit card information, and perform information updates in Raiser's Edge / RE NXT
- Responsible for coding, submission and tracking of all invoices related to digital engagement, telemarketing, and Facebook advertising
- In collaboration with the Development team, process gifts and create donor records for all donations including mail and phone and perform data entry from all sources into the Raiser's Edge / RE NXT database
- Prepare data files for the Development team to import
- Support the Development team in regular data cleanup
- Assist in coordination of lift note writing and thank you calling
- Adhere to database policies and procedures and assist the Development team in documenting, reviewing, and updating procedures to ensure compliance and efficiency
- With the support of the Development team, prepare and distribute mailings including tax receipts and tribute letters in a timely fashion
- Maintain Development paper and electronic files and documentation including donor records in physical files, Raiser's Edge / RE NXT, SharePoint as appropriate
- Identify processing problems or deficiencies, take corrective action and make recommendations for changes
- Support and contribute to day-to-day development work and serve as backup for other development activities as assigned
- Additional duties as assigned

Before reviewing the qualifications listed below, we understand that while you may not meet all the qualifications described, you may have other relevant expertise and experience. We invite you to share this with us in your cover letter or email.

Qualifications



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- College diploma or University degree in Administration, Database Administration or Fundraising and minimum of one year of experience or a combination of related education and two or more years of proven experience with donor database administration
- Proficient in Raiser's Edge / RE NXT
- Proficient in Microsoft Office applications including Excel
- Ability to work independently and collaboratively within an open team environment
- Excellent verbal and written communication skills
- Excellent organizational/follow up skills
- Able to prioritize and handle multiple tasks appropriately and effectively
- Ability to maintain a high level of confidentiality and exercise discretion when necessary
- Understands the culture of philanthropy
- Experience and/or familiarity working in the non-profit sector, ideally with a charity as an employee and/or volunteer an asset
- Commitment to inclusivity, diversity, equity, and accessibility
- Ability to communicate in both official languages an asset

This is a full-time position and requires in-person work at our National Office at 500-1835 Yonge Street, Toronto, ON. Currently, full-time staff are required in office 2 days per week and can work remotely 3 days per week.

Personal Values and Traits

The successful candidate will be passionate about defending Canadians' end-of-life rights, including the right to medical assistance in dying. Our team members often communicate with ill and vulnerable Canadians who are weighing their end-of-life options or with the loved ones of these individuals. As a result, the successful candidate will be a strong active listener who consistently demonstrates compassion, humility, and the utmost discretion in their interactions with others.

Dying With Dignity Canada is an equal opportunity employer and adheres to fair employment practices. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process, as required. Applicants are encouraged to make their needs for accommodation known as early on as possible during the application process.

We encourage applications from Black people, Metis, Inuit and First Nations people, people of colour, people who identify with disability, LGBTQ+ people and people from other equity-seeking groups that face systemic discrimination. DWDC is committed to an inclusive and diverse workplace, and a working environment free from all forms of discrimination, harassment, and violence.





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Screening Requirements

Along with a reference check, please note that the successful candidate will be required to undergo a confidential pre-employment criminal record and judicial matters check and a credit background check. Please note that the credit check does not impact your credit score and is only required for positions with access to sensitive financial information.

Application Instructions

Applications will be reviewed on a rolling basis until the position is filled, with an application deadline of Monday, January 9, 2023, at 5 pm. Please send your cover letter and resume to jobs@dyingwithdignity.ca with the subject line: **Application: Development Coordinator**. You must specify which job you are applying for as we currently have two open opportunities.

Dying With Dignity Canada thanks all applicants, though due to volume we will not be able to respond to all applications. Only candidates invited for interviews will be contacted. No phone calls please.

