

CENTRAL COMMUNITY HOUSE JOB DESCRIPTION

Title: Development Director

Work Area/Department: Development

Reports to: Executive Director

Exempt Status: Exempt

Date Created/Revised: 4-24-19

I. Purpose: The Development Director is responsible for leading the growth and expansion of Central Community House's Fundraising, Development, and Marketing functions. A critical aspect of the job is to seek out new opportunities for funding, to bring innovative ideas forward for consideration by the Leadership Team, and to move forward with the development of proposal and plans prioritized. The Development Director will work closely with the Executive Director to prioritize and achieve goals, often collaboratively developing proposals and plans together. The Development Director is a member of Central's Leadership Team.

II. Essential Responsibilities

A. Proposal and Business Plan Development

1. Have primary responsibility for development and execution of all proposals; write and archive all proposals.
2. Assist in evaluating and developing business plans for new business opportunities.
3. Provide leadership for the Development of new Programs and Strategies, which includes the research of best-practice models, and utilization of internal data analyses to uncover gaps and potential.

B. Prospect Research, Database Management, Reporting and Evaluation

1. Oversee prospect research, with foresight, to help position Central ahead of major funding changes or trends.
2. Oversee database for the management of funder and prospect records, in addition to development calendar.
3. Monitor and report regularly on the progress of Development.
4. Oversee, monitor and evaluate program information provided by staff and make recommendations for change as needed.
5. Gather and assess intelligence on program growth opportunities.
6. Provide appropriate research and reports to Central's Board as requested by the Executive Director.
7. Perform quality assurance and control within the areas of responsibility.
8. Lead or collaborate to meet quarterly, semi-annual, or annual reporting deadlines imposed by funders, including export and analyses of internal data, and writing of narrative.

C. Funder and Partner Engagement

1. Cultivate and maintain relationships with a variety of external resources, in partnership with the Leadership Team.
2. Oversee stewardship priorities, including funder acknowledgement and recognition, and annual report.
3. Promote Central Programs and services to funders, investors, donors, and governmental entities.

D. Marketing and Outreach

1. Work with the Leadership Team to promote the achievements of Central and to highlight the organization's impact on the community.
2. Makes public presentations on behalf of Central.
3. Take a leadership role in developing and maintaining a positive image for Central through newsletters, storytelling, websites, blogs, and social media.

E. Strategic Development

1. Conduct strategic planning in conjunction with Executive Director and Leadership Team to determine areas where funding is needed; develop comprehensive report of findings.
2. Collaborate with Executive Director and the Leadership Team to create a fund development plan which increases revenues to support the strategic direction of Central Community House.
3. Actively participate in Leadership Team by providing appropriate research, background information and internal reports to facilitate decision making.

F. Budgeting

1. Regularly interface with the Finance Director to provide relevant financial information.
2. Assist the Finance Director and Leadership Team with the development of organizational and program budgets.

III. Other Responsibilities

- A. Maintain a positive working relationship with co-workers and partners.
- B. Effectively communicate with staff and delegate activities as needed.
- C. Maintain compliance with Central Community House guidelines, policies and procedures
- D. Attends and participates in CCH and community meetings as assigned
- E. Performs other duties as assigned

IV. Skills, Knowledge and Abilities

- *Works independently* with minimal supervision. Follows instructions given by supervisor. Reports important information to supervisor and asks questions as needed from a variety of sources. Completes assignments and responsibilities on time without being reminded.
- *Information Management.* Uses technology to manage the exchange of information. Can use applicable computer hardware and software programs, such as Word and Excel. Understand the data collection process and how to retrieve and share this information. Provides timely information in user-friendly formats. Embraces productive new technologies to improve productivity.
- *Detail Orientation.* Demonstrates a high level of attention to details. Proofreads work to correct any errors before submitting work product.
- *Professionalism.* Regularly demonstrates a high level of integrity through direct, open, honest and ethical communication with others. Fosters an ethical environment. Assumes personal responsibility. Shows discretion when appropriate or required. Maintains confidentiality of client and agency information.
- *Effective Communication.* Speaks clearly and appropriately to the intended audience in both formal and informal settings. Expresses appropriate gestures and non-verbal

communication. Remains focused on point at hand during communication. Listens and reacts to questions by other appropriately. Uses effective listening skills to maintain self-esteem and respond with empathy to the feelings and needs of others, including the use of active listen skills (summarizing, reflecting, not interrupting, etc.) to demonstrate understanding and sensitivity. Pays attention when others speak. Gives cues of interest. Summarizes and paraphrases ideas of others to show active listening.

- *Time Management/Multi-tasking.* Accomplishes goals through establishing priorities and organizing workload to meet deadlines in a timely fashion. Manages time wisely and to effectively prioritize multiple, competing tasks despite frequent interruptions.
- *Maintains a positive attitude* while meeting goals even in the face of significant obstacles and uncooperative people. Communicates confidence to others. Is not distracted by negativity. Demonstrates a sense of humor and perspective about setbacks.
- *Builds Relationships/Collaborates.* Values and respects the concerns and feelings of others. Shows empathy, respect and appreciation for individuals and diversity. Builds and maintains an internal and external network of relationships with partners for potential collaborations and coalitions. Optimizes performance of Agency and self through shared resources and responsibilities, by facilitating collaborations with groups and by promoting team-building.
- *Mission Orientation.* Understands and supports the Agency's history, mission and vision. Is committed to building upon the Agency's legacy. Communicates the mission to others. Frequently refers to the Agency's mission and incorporates it into daily activities.
- *Team Player.* Identifies with the Agency's goals. Shares resources, responds to requests from other team members and subordinates personal goals to the Agency's agenda, mission and vision. Collaborates easily.
- *Shows Initiative.* Is proactive and takes action without being prompted. Does not wait to be directed, but instead, takes responsibility and acts when need arises. Makes things happen. Provides unsolicited input.
- *Constructive Conflict.* Encourages open discussion of feelings and constructive challenging of problems, opinions and decisions. Recognizes that conflict can be a valuable part of the decision-making process. Is comfortable with healthy conflict and both supports and manages differences of opinion. Seeks win-win solutions with others.
- *Cultural Competence.* Embraces and is sensitive to cross-cultural differences. Accepts and respects cultural differences. Demonstrates the capacity for cultural self-assessment. Is conscious of the dynamics inherent when cultures interact.
- *Project Management.* Organizes projects involving various stakeholders within and outside the Agency. Collaborates with others, strategizes about options and delivers the expected service on time and under budget. Communicates with various stakeholders with competing interests. Plans, delegates and schedules the necessary tasks.
- *Results Orientation.* Takes necessary action to achieve or exceed assigned goals. Is dedicated to achieving desired results without compromising the Agency's values or procedures. Conveys a sense of urgency to make things happen. Respects the need to balance short- and long-term goals. Maintains energy to proceed at pace required to produce results. Values outcomes and desired results. Manages multiple tasks.

V. Work Experience and Education

- College degree in Social Sciences, Communication, Marketing, Journalism, or Non-profit Management or related field, with research focused writing experience; or 5 years of relevant work experience. Financial analyses experience also a plus.
- Must have strong relationship-building skills, high energy, high attention to detail and aptitude to work in teams and independently.
- Must have good verbal and written communication skills.
- Must possess an understanding of non-profit and/or community agency work and experience working with diverse families.
- Experience working with reporting systems and other databases is desired. Proficiency in using MS Word, Excel, e-mail, and Internet is required.

VI. Physical and Mental Requirements

- Satisfactory background check.
- Ability to work some evenings and weekends.
- Able to lift and carry objects up to 25 pounds.
- Spend approximately 95% of time on the job standing, bending, lifting, sitting and walking
- Ability to multi-task and prioritize.
- Perform gracefully and accurately with frequent interruptions.
- Maintain composure and patience when dealing with others.