



## WDMH Foundation

<b>Position:</b>	Donor Relations Specialist
<b>Position Status:</b>	Permanent, Part-Time (22.5 hours per week), Non-Union
<b>Start Date:</b>	May 1, 2025
<b>Location:</b>	Onsite
<b>The Business:</b>	<p>The WDMH Foundation is a small but dynamic organization. We work hard to ensure that our donors trust us, feel our gratitude, are well-informed, and enjoy positive giving experiences. In all things, our donors are #1. Through their monthly, annual, planned, in-kind, and future gifts, our amazing donors support healthcare at both the Winchester District Memorial Hospital (WDMH) and Dundas Manor, our local long-term care home.</p>
<b>The Role:</b>	<p>Reporting to the Executive Director, the Donor Relations Specialist is the backbone of our donor relations program - supporting donors and the Foundation team alike. The main objective for the Donor Relations Specialist is to ensure that donors feel our gratitude. This position works very closely with the Donor Services and Data Entry Clerk.</p>
<b>Main Duties:</b>	<p><u>Stewardship</u></p> <ul style="list-style-type: none"><li>• Thanks donors as per Thank You Call Policy</li><li>• Manage the monthly anniversary card process</li><li>• Manage the newsletter process</li><li>• Organize Board Thank You Call Blitz twice per year</li><li>• Write personalized and meaningful receipt letter text</li><li>• Offer and arrange tours of WDMH and / or medical equipment</li><li>• Offer and arrange tours of new Dundas Manor</li><li>• Monthly Giving program benefits process</li><li>• Work with relevant WDMH staff to learn the true impact of medical equipment (i.e. number of tests; trips saved to city hospitals etc.); one piece of equipment per year</li><li>• Develop policies and procedures as needed</li><li>• Other duties as assigned</li></ul>

### Recognition

- Annual WDMH donor wall update
- Dundas Manor donor wall update (one time)
- Dundas Manor room and department namings (one time)
- Pledge completion certificates and thank you cards
- Develop process for and notify WDMH personnel when donations are made in honour of an individual / team / department
- Develop policies and procedures as needed
- Other duties as assigned
- Maintain “Thank a donor” boards

### Research

- Review local newspapers and social media, update staff on relevant information and current events
- Link known relationships in database
- Review obituaries and add relevant information to database
- Add relevant media into database on a weekly basis, clear backlog
- Develop policies and procedures as needed

### Administrative

- Maintaining a collaborative relationship with all WDMHF staff, volunteers and stakeholders
- Compiling and maintaining a databank of testimonials; obtaining written permission for use from donors
- Develop policies and procedures as needed
- Support other staff with administrative tasks

### Raiser’s Edge / NXT Database

- Attaching media
- Recording actions
- Creating / linking relationships
- Creating queries and exports

### Miscellaneous

- Send follow-up package to orientation attendees re: Lynne’s Club; Because of You; Reminder of Honour Your Caregiver Program; Annual Report (send three months after orientation date)
- Support other staff with event planning and management
- Manage newspaper process, bulletin board, etc.
- Other duties as assigned

**Qualifications:**

- Must care about local health care in our region (must be able to demonstrate)
- High proficiency with MS Word, Excel and Outlook (will be tested)
- Understanding of donor relations concept (acknowledgement, recognition, stewardship, ask again)
- General understanding of fundraising principles
- Ongoing education and development is expected
- Willingness to learn Raiser's Edge / NXT database
- Proven ability to read cursive writing (will be tested)
- Competent in website and social media use.

**Competencies:**

- Exceptional interpersonal and communication skills in English (both written and verbal)
- Strong attention to detail
- Exceptional organizational skills
- Ability to work under pressure
- Ability to meet deadlines
- Ability to work in a fast-paced environment
- Ability to work both independently and as part of a team
- Ability to work with minimal supervision
- Available to work evenings and weekends as required (would be very minimal)
- Ability to sit or stand for extended periods of time
- Good problem-solving skills
- Ability to represent the WDMH Foundation in a professional manner at all times
- Ability to exercise solid judgement
- Exceptional time management skills
- Takes pride in doing a good job and has a high commitment to quality
- Acts with discretion at all times when dealing with confidential information

**Patient Safety:**

It is every employee's responsibility to ensure that the hospital's goal of patient safety continues to be the centerpiece of our quality and risk management program and that every patient is treated within a safe environment.

To ensure compliance with this goal, each employee must:

- Find, report and prevent incidents/near misses or adverse effects
- Communicate/report areas of concern immediately to your manager
- Complete a Near Miss Form or Incident Report to communicate or report incidents or near misses

**Compensation:**

- **Hourly Rate:** Compensation for this position will be \$21.96 per hour, for 22.5 hours per week.
- **Lieu of Vacation:** 6% and graduated based on Service.
- **Lieu of Benefits:** 13% in lieu of benefits. If you are currently a member of HOOPP (Healthcare of Ontario Pension Plan), or join in the future, the % in lieu of benefits will be reduced to 9%.

**Accessibility:**

In accordance with the Accessibility for Ontarians with Disabilities Act, the WDMH Foundation will support and assist applicants with disabilities in the recruitment process. For information or to discuss any specific needs you may have in the interview process or in any testing required of candidates, please email [cpeters@wdmh.on.ca](mailto:cpeters@wdmh.on.ca).

**ORIGINAL: March 2025**

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**Executive Director, WDMH Foundation**

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**Date**