

## **Coalition for the Homeless Director of Development**

**POSITION CODE:** TBD

**FLSA CLASSIFICATION:** Exempt

**REPORTS TO:** Vice President of Communications & Development

### **SUMMARY**

The Director of Development, under the direction of the Vice President of Communications & Development, leads the development and implementation of the strategic plan for cultivating and stewarding gift funds for the Coalition for the Homeless and The Way Home system to execute the vision that everyone in the Houston region has a safe place to call home. The Director will develop and oversee a strategy to acquire, renew and pledge fulfillment rates; analyze results, assist in development and implementation of annual department budget and long-term strategic plan, explore new avenues of funding, develop funding alliances and pursue opportunities to build partnerships, serve as a frontline fundraiser responsible for creating and implementing fundraising efforts.

### **KEY RESPONSIBILITIES:**

#### **1. Team Leadership**

- Lead an Development Team to build relationships, provide advocacy, and to identify creative approaches and strategies to cultivate and steward gift funds for the Coalition.
- Provide daily supervision, focus, coaching, professional development and mentorship to team members.

#### **2. Programmatic Development Leadership**

- Work with the Vice President of Communications & Development to create and execute a development plan which increases awareness and revenue to support the strategic direction of the Coalition
- Create and execute an annual giving plan to meet financial targets and support the Coalition's general operating fund.
- Work with stakeholders to develop detailed development plans and continuously monitor progress toward project completion.
- Develop revenue projections and provides financial analysis to contribute to the Department's budgeting process.
- Oversee grant seeking opportunities, including research, proposal writing, and reporting requirements.
- Develop and steward a portfolio of relationships from the corporate community to provide funding for our mission (sponsorship, retail campaigns, event teams, grants, donations and other partnerships).
- Grow a major gifts program including identification, cultivation and solicitation of major donors; create personalized plans and conduct stewardship for donors, and serve as the primary point of contact and relationship manager for portfolio of major and principal gift donors.
- Drive donor-centric partnerships to support financial goals of market events, programs and prioritized initiatives.
- Draft and implement a global prospect specific strategic plan and lead solicitation efforts.
- Identify and lead prospect specific solicitation teams involving the Coalition's executive staff, executive team and volunteers, providing leadership and direction on philanthropic gifts
- Maintain detailed contact histories in the development database regarding all donor interactions and gift activities.

- Complete development tracking process and Moves Management in Raiser's Edge/Blackbaud.
- Implement donor relations/recognition activities.
- Develop donor confidence and relationships through effective gift solicitation, processing and acknowledgement.
- Support the development and implementation of tracking strategies for solicitation efforts and perform analysis of data for results; create reports to analyze and measure the progress towards the fundraising goals and the fundraising campaigns' effectiveness.
- Assist the Vice President of Communications & Development with Board of Directors meeting preparations.

### 3. **Marketing, Brand Management and Communications**

- Support strategy to train staff on marketing campaigns, soliciting donors, and defining levels of giving and benefits.
- Coordinate with the Director of Communications as needed for messaging, branding and marketing support of development activities (advertising campaigns, collateral materials, social media campaigns, etc.).
- Coordinate with the Director of Communications to create printed materials and update databases and websites with campaign program information.
- Collaborate with the Vice President of Communications and Development on organizing and planning special events and receiving donations.
- Work with the marketing team to create promotional material for the fundraising events and campaigns.
- Take advantage of community relations, speaking engagements, fundraising events, and communication tools like newsletters and social media platforms to reach donors and sponsors.

### 4. **Other duties as assigned.**

#### **REQUIRED QUALIFICATIONS, SKILLS AND EXPERIENCE:**

1. Bachelor's Degree.
2. Minimum five (5) years of professional fundraising experience
3. Minimum four (4) years of direct people leadership experience.
4. Excellent written, oral communication, interpersonal and presentation skills.
5. Demonstrated success in fundraising and leadership ability.
6. Proficiency in database and computer-based information systems, including Raiser's Edge
7. Adept at problem solving, creating contingency plans and handling issues when necessary
8. Outcomes-driven, ability to multitask and manage multiple competing and changing priorities, meet deadlines and achieve results in a team environment.
9. Strong customer service orientation and attention to detail.
10. Ability to manage and motivate groups and individuals
11. Strong market, community and constituent perspective
12. Be a self-starter, display a positive attitude, show concern for people and community, demonstrate presence, self-confidence, common sense and good listening skills.

#### **PREFERRED QUALIFICATIONS, SKILLS AND EXPERIENCE**

1. Major and principal gift fund-raising experience.
2. Nonprofit fund-raising experience.
3. Knowledge of product marketing/sales concepts.
4. Proven record of success in account management and developing corporate partnerships, major gifts, that result in exceeding revenue targets.
5. Experience fund-raising in the homelessness and/or housing sectors.

6. Certified Fund Raising Executive (CFRE).

To apply, please visit: <https://coalition-for-the-homeless-of-houston-harris-county.prismhr-hire.com/job/323519/director-of-development>

**REQUIRED COMPETENCIES**

Must demonstrate the following competencies:

|                                     | <b>Competency</b>                                                                                                                                                                                                                                                                                                                                                                                            | <b>Perspective/Influence/Actions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Accountability</b>               | <ul style="list-style-type: none"> <li>• Ensures accountability by providing timely feedback about team and individual progress on projects/goals.</li> <li>• Consistently follows through on commitments; delivers on promises.</li> <li>• Expects high level of performance from self and others.</li> <li>• Expects behaviors consistent with core organizational values from self and others.</li> </ul> | <ul style="list-style-type: none"> <li>• Takes responsibility for team actions and challenges and creates team solutions.</li> <li>• Models accountability, takes swift, consistent and direct action in response to underperformance (training, coaching, counseling, corrective action, etc.).</li> <li>• Willing to take responsibility for day-to-day decision making that impacts daily performance and outcomes.</li> <li>• Willing to take responsibility for long-term, strategic decisions regarding planning for key areas.</li> <li>• Explains why vision and measurable goals are important for the organization to achieve.</li> <li>• Explains metrics to measure progress towards goals.</li> </ul>                                                                                                    |
| <b>Integrity /Trust/Credibility</b> | <ul style="list-style-type: none"> <li>• Demonstrates a deep trust and respect for others.</li> <li>• Talks about important values and beliefs and acts accordingly.</li> <li>• Makes decisions in the best interest of the organization and the mission to end homelessness.</li> </ul>                                                                                                                     | <ul style="list-style-type: none"> <li>• Acts as a role model in pursuing mastery of leadership skills.</li> <li>• Puts the needs of the many in the organization ahead of personal needs.</li> <li>• Surfaces and deals with all types of performance issues. Acts with transparency.</li> <li>• Shares information and intentions freely.</li> <li>• Supports delivery of clear, complete and honest feedback.</li> <li>• Demonstrates a willingness to take a stand, to stake out an independent position, even when it is in opposition to the majority opinion.</li> <li>• Takes bold action in support of the Coalition’s legacy, mission and vision.</li> <li>• Uses discernment process: a readiness to engage, demonstrates openness to new ways, and willingness to ponder before taking action.</li> </ul> |
| <b>Innovation</b>                   | <ul style="list-style-type: none"> <li>• Incorporates new methods or approaches to solving problems and cultivates alternative viewpoints.</li> <li>• Possesses strategic agility, including understanding the thought/science of planning; skill of planning; idea of planning and directing an advantageous position.</li> </ul>                                                                           | <ul style="list-style-type: none"> <li>• Makes “continuous improvement” a part of meetings. Actively manages and drives the innovation process. Sets performance metrics and goals for innovation.</li> <li>• Does not accept that any process or policy is perfect. Communicates openness to the idea that things can be made better.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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|                                       | <ul style="list-style-type: none"> <li>• Seeks different perspectives when solving problems.</li> <li>• Demonstrates respect for all the types of diversity represented in the people we serve and employ.</li> <li>• Frames problems as opportunities and generates cross-functional and collaborative processes to solve problems.</li> </ul> | <ul style="list-style-type: none"> <li>• Creates a culture characterized by courage to challenge assumptions and develop potential in order to continually transform.</li> <li>• Facilitates “brainstorming” effectively, utilizing the combined experience, knowledge, skills and background of others to create a wide range of ideas or potential solutions regarding issues in the area.</li> <li>• Develops problem solving analysis within department role and scope of service.</li> </ul>                                                                                                                                                                                                     |
| <b>Coaching and Developing Others</b> | <ul style="list-style-type: none"> <li>• Invests time coaching, teaching and developing employees and peers.</li> <li>• Is honest and candid in providing feedback, even when it is difficult.</li> <li>• Ensures employees know how well they are performing throughout the year.</li> </ul>                                                   | <ul style="list-style-type: none"> <li>• Recognizes development needs of self and others and creates realistic and compelling individual development plans.</li> <li>• Makes leadership development a priority, and supports leadership development’s role in the future organization’s success.</li> <li>• Ensures organization is building long-term bench strength for all roles.</li> <li>• Takes responsibility for holding regular coaching and development discussions.</li> <li>• Understands and works to ensure individuals are equipped to work successfully and independently to meet objectives.</li> <li>• Acts as an advocate in gaining resources and overcoming barriers.</li> </ul> |
| <b>Collaboration and Teamwork</b>     | <ul style="list-style-type: none"> <li>• Builds a cohesive, caring team.</li> <li>• Actively promotes collaborative relationships across the organization.</li> <li>• Ensures direct reports know how their work contributes to the organization’s success.</li> </ul>                                                                          | <ul style="list-style-type: none"> <li>• Creates opportunities for relationship building within and across areas for self and others.</li> <li>• Shares core values and cultural attributes as action-oriented behaviors that bind employees together.</li> <li>• Addresses team issues or conflicts to ensure performance goals are met. Anticipates issues and addresses team performance to optimize efficiency and continuous improvement.</li> <li>• Knows when and how to provide guidance and support to teams.</li> <li>• Serves as a team advocate by prioritizing demands, ensuring organizational support and resolving issues.</li> </ul>                                                 |
| <b>Change Leadership</b>              | <ul style="list-style-type: none"> <li>• Takes personal ownership for leading change to deliver better results.</li> <li>• Builds necessary sponsorship for change.</li> <li>• Removes barriers and aligns resources to achieve goals.</li> <li>• Understands and applies change management practices.</li> </ul>                               | <ul style="list-style-type: none"> <li>• Provides full details regarding change as they become available – maintains transparency regarding change.</li> <li>• Employs process and/or structure to ensure that desired change is sustainable.</li> <li>• Looks for opportunities to involve employees in the change process to help identify risks and benefits.</li> <li>• Makes a strong and compelling case for change, and provides evidence of the</li> </ul>                                                                                                                                                                                                                                    |

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|                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>importance of the change and the need for urgency.</p> <ul style="list-style-type: none"> <li>• Builds team momentum and establishes best practices by communicating and sharing successes resulting from change across areas.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Managing Performance Outcomes</b>                                | <ul style="list-style-type: none"> <li>• Recognizes individual achievements throughout the year.</li> <li>• Ensures that people resolve differences in a constructive way.</li> <li>• Sets difficult but attainable goals for self and others.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                             | <ul style="list-style-type: none"> <li>• Holds self and all employees accountable for inappropriate behavior and/or poor performance.</li> <li>• Establishes focus across the organization and takes action to support and facilitate achievement of complex organizational goals.</li> <li>• Establishes a link between individual contributor performance and team performance.</li> <li>• Operationalizes critical success factors, and leads in determining and sharing priorities for the organization.</li> </ul>                                                                                              |
| <b>Inspirational Leadership</b>                                     | <ul style="list-style-type: none"> <li>• Fosters a strong sense of personal commitment to the Coalition’s legacy, mission and vision.</li> <li>• Communicates what individuals need to accomplish for the Coalition’s vision to be realized.</li> <li>• Emphasizes how goals and metrics align desired outcomes to strategy.</li> <li>• Inspires others to think positively about change.</li> <li>• Relates the Coalition’s legacy of care to our work.</li> </ul>                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• Builds a sense of “we are in this together” as demonstrated by team cohesion in difficult times.</li> <li>• Draws upon the Coalition’s legacy, values and workplace commitment to service to enable individuals to link their work to the mission.</li> <li>• Uses the Coalition’s legacy and mission to inspire others to act.</li> </ul>                                                                                                                                                                                                                                  |
| <b>Consultative Skills/ Customer, Stakeholder and Partner Focus</b> | <ul style="list-style-type: none"> <li>• Knows how to identify and define the needs and critical issues of customers, community partners, and colleagues (collectively “stakeholder”); takes the extra step to anticipate these needs and exceed their expectations.</li> <li>• Applies creative problem solving to address business needs and issues.</li> <li>• Analyzes specific business challenges and offers solutions based upon best practice or research.</li> <li>• Generates specific organizational interventions (e.g. culture change, change management, restructuring, training etc.) to support organizational objectives.</li> </ul> | <ul style="list-style-type: none"> <li>• Anticipates emerging trends that will impact future stakeholder needs and prepares the Coalition to respond.</li> <li>• Encourages consideration of the stakeholders’ perspective in making decisions or establishing policies that impact the delivery of services and support.</li> <li>• Solicits feedback from stakeholders and takes action for continuous improvement.</li> <li>• Provides consistency, reliability and urgency in service and partnership, immediately addressing mistakes or breaks in service to satisfy the needs of the stakeholders.</li> </ul> |
| <b>Business/Operational</b>                                         | <ul style="list-style-type: none"> <li>• Demonstrates an understanding of the strategic relationship between the Coalition and key stakeholders.</li> <li>• Demonstrates thorough knowledge of the Coalition’s mission and services/partnerships.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                          | <ul style="list-style-type: none"> <li>• Demonstrates understanding of operational and financial factors that drive business success.</li> <li>• Evaluates the business and key metrics to increase understanding of organizational strengths, opportunities, threats and risks.</li> </ul>                                                                                                                                                                                                                                                                                                                          |

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|                                                                             | <ul style="list-style-type: none"> <li>• Demonstrates understanding of the Coalition as a system from operations, finance, marketing, technology, people management and how all of the functions interconnect.</li> <li>• Uses understanding of the interdependencies between functions to recommend solutions that works across the organization.</li> </ul>                                                                                                      | <ul style="list-style-type: none"> <li>• Adjusts approaches by reading and anticipating industry trends and market factors that may impact partnership and/or service offerings.</li> <li>• Continuously seeks information about industry, market, regulations and stakeholders to make better business decisions.</li> </ul>                                         |
| <p style="text-align: center;"><b>Conflict<br/>Management/Mediation</b></p> | <ul style="list-style-type: none"> <li>• Steps up to conflict, seeing them as opportunities.</li> <li>• Directly addresses conflict instead of avoiding it.</li> <li>• Appropriately assesses when it is beneficial to intervene in a conflict situation.</li> <li>• Reads situations quickly, good at focused listening.</li> <li>• Uses various techniques to resolve conflicts in a fair and positive manner to ensure mutually beneficial outcomes.</li> </ul> | <ul style="list-style-type: none"> <li>• Diffuses tense, emotionally escalated situations in a productive manner.</li> <li>• Can work out tough agreements and settle disputes equitably.</li> <li>• Can find common ground and get cooperation with minimum noise.</li> <li>• Works to resolve conflict without letting personal feelings get in the way.</li> </ul> |