



Position Title: Engagement Coordinator

DEPARTMENT: Engagement

REPORTS TO: Manager, Annual Giving

In conjunction with leaders within the Engagement pillar, the Engagement Coordinator role is responsible for providing best-in-class engagement and stewardship experiences for prospects, donors, and hospital staff.

ABOUT ROYAL COLUMBIAN HOSPITAL

Royal Columbian provides the highest level of care to the most critically ill and injured from throughout the region and province. We are a provincial referral centre for cardiac care, trauma, neurosciences, high-risk maternity, neonatal intensive care, and mental health. No other hospital in the province provides this level of care, or offers all these services, on one site or in such high volumes.

Right now, Royal Columbian is undergoing a \$1.49 billion multi-year, multi-phase redevelopment that will create a world-class critical care hospital. The “crown jewel” of this project is the Jim Pattison Acute Care Tower, scheduled to open in 2025.

ABOUT THE FOUNDATION

Royal Columbian Hospital Foundation (RCHF) is an independent charitable organization that raises millions of dollars each year to fund major projects, priority equipment needs, facility enhancements, research, education and innovation at RCH.

Supporting by thousands of individuals, businesses, community groups and foundations, RCHF strives to achieve its vision to inspire giving and grow funding so patients have access to the best in health care at Royal Columbian Hospital.

KEY AREAS OF INVOLVEMENT:

- Create annual stewardship plans for first time donors, hospital staff, monthly donors and other assigned portfolios
- Use data to make recommendations on creative engagement activities that will drive increased connections to our work, such as strategies to celebrate key milestones with donors (i.e. anniversaries, consecutive years of giving, new upgrades, etc.)
- Find ways to capture more meaningful donor information to identify ways to further personalize donor journeys
- Assist in recognition and stewardship activities, including the coordination of impact reports



- Act as project manager for stewardship activities, recognition programs and staff lottery program.
- Support all events across the Foundation as needed
- Track expenses against departmental budgets
- Provide front desk coverage for the Foundation office as required
- Perform other duties as required by the organization

QUALIFICATIONS

University degree with two years minimum experience or an equivalent combination of education and experience in digital marketing and event management. Experience in a healthcare or non-profit environment is an asset.

PROFESSIONAL/TECHNICAL CAPABILITIES

- Outstanding written and verbal communication skills
- Exceptional organizational skills and attention to detail
- An understanding of and appreciation for the donor-centered approach to fundraising and best-in-class stewardship practices
- An excellent “customer service” attitude
- Demonstrated successful track record in fundraising from individuals with outstanding relationship management skills
- Proven ability to multi-task in a busy environment, to work well under pressure, and to prioritize tasks appropriately while meeting time-sensitive demands
- Proficient in MS Office and general computer skills
- Working knowledge of appropriate software applications such as Raiser's Edge; ability to generate reports and queries
- Physical ability to perform the duties of the position
- Willingness and ability to work evenings and weekends, as required

COMPETENCIES:

- Actively seek opportunities and challenges for personal learning, character building and growth
- Model qualities such as honesty, integrity, resilience, and confidence
- Listen well and encourages open exchange of information and ideas
- Demonstrate business acumen by efficiently and effectively identifying and managing human, financial and information resources
- Create connections, trust and shared meaning with individuals and groups
- Think analytically and conceptually – question and challenge the status quo to identify issues and solve problems

BENEFITS



- A comprehensive benefits package which includes extended health, dental, insurance, and health spending account
- Wellness spending account to support healthy lifestyle
- Municipal Pension Plan (MPP)
- Generous Professional Development Program to develop employees through educational programs, professional designations, conferences, and other learning activities
- Generous vacation policy where all team members start at 20 days of vacation per year (prorated based on the start day for the first year)
- For a position that is not management and can perform duties remotely, a hybrid arrangement is possible for up to 2 days remote work per week
- A collaborative and supportive working environment

RCHF is an equal opportunity employer committed to hiring on the basis of merit. All qualified applicants will receive consideration for employment without regard to race, colour, religion, sex, sexual orientation, gender identity, genetic information, national origin, protected veteran status, disability status, or any other characteristic protected by law.

RCHF celebrates diversity and is committed to creating an inclusive environment. Through a rich diversity of skills, knowledge, backgrounds and experience, we are better able to serve our community. We encourage all qualified individuals to apply.

To apply, please send your cover letter and resume via email to:
career@rchfoundation.com