



## DEVELOPMENT MANAGER - Toronto

Distress Centres is a volunteer service-delivered organization and is the oldest suicide prevention agency in Canada. Founded in 1967, Distress Centres dedicated team of volunteers has been providing impactful, immediate and compassionate telephone – online and text based crisis intervention support and remains committed to creating an emotional safety net for the vulnerable and at-risk in our community.

Through a team of more than 550 crisis responder volunteers, we deliver mental health support services to the community and strive to achieve our vision of “ensuring that every individual in need receives life sustaining emotional support”. As a result, there is a demonstrated history of innovation within Distress Centres that is aligned to developing programs and services that are responsive and that deliver a meaningful difference to the lives of our callers.

The Development Manager helps lead the day-to-day operations of the Development Department. The Manager works with the Executive Director and the Development Officer to ensure the organization’s growth and development, according to the strategic and operational plan(s).

### KEY RESPONSIBILITIES

1. Prepare all government grant, foundation and corporation proposals and reports
2. Develop and execute an annual individual giving program, including a direct marketing campaign
3. Develop and manage a donor cultivation, stewardship and recognition program
4. Create an annual fundraising plan with measurable outcomes
5. Build and maintain relationships with donors, staff, board members and donor prospects
6. Strategize, support and participate in agency-wide marketing initiatives
7. Support a major gifts campaign and its implementation in collaboration with the board, fundraising volunteers and the management team
8. Prepare fundraising quarterly statistical reports as requested
9. Other Duties (all staff): participates in various projects (i.e. special events, volunteer recognition), will lead and facilitate team meetings on a rotational basis, supports program development and expansion, etc.

It is an expectation that all staff will honor and support Distress Centres’ values. These values are our fundamental beliefs. They act as cornerstones, guiding our decision-making, how we relate to each other, and how we act.

Distress Centres’ core values are:

**Service** – supporting the human experience

**Inclusion** – living by the principles of diversity, equity and inclusion

**Innovation** – embracing change and seeking new ways to improve services

**Integrity** – being honest, authentic, ethical, and trustworthy/trusting

**Education** – supporting the principle of continuous learning

### EMPLOYMENT REQUIREMENTS

- A minimum of four to five years related professional experience in fundraising. Related education an asset.
- Experience working in a not-for-profit environment
- Experience in the development and delivery of an annual campaign in excess of \$500,000.
- Demonstrated success in establishing and achieving fundraising targets
- Excellent interpersonal skills, able to work as a member of a team and independently

- Ability to work effectively with staff, board members, volunteers, donors and the public
- A clear understanding of prospect management
- Self motivated and pro-active
- Superior organizational and analytic skills
- Familiar with fundraising software.
- Strong writing and communication skills
- Professional experience in the use of social media tools
- Understanding and passion for the services we provide and the clients we serve
- Ability to deal with non-routine situations
- Proficiency with MS Office Suite especially Word, Excel and PowerPoint;
- Experience with database systems
- A satisfactory Vulnerable Sector Criminal Records Check
- Travel will be required

**LOCATION:** Central Toronto- Yonge and Dundas

**WORKING CONDITIONS:** Monday-Friday; Hours are 9-5 (flexible); Occasional weekend and evening work.

**APPLICATION PROCESS:** Please apply in English. Forward a copy of your resume to:

Katherine Blake  
Chief Development Officer  
[katherine@torontodistresscentre.com](mailto:katherine@torontodistresscentre.com)  
10 Trinity Square  
Toronto, ON M5G 1B1

**POSTING CLOSING DATE:** Monday July 3, 2017

*At Distress Centres we respect diversity and treat one another in ways that are fair, courteous and compassionate, recognizing everyone's contributions. As an equal opportunity employer, we are committed to establishing a qualified workforce that is reflective of the diverse population that we serve.*

*Distress Centres is committed to providing accommodations throughout the recruitment process. If you require accommodation please notify us and we will work with you to meet your needs. We encourage applications from all qualified individuals; however, only those under consideration will be contacted.*