



Director, Donor Engagement & Operations

Executive Profile Presented By

Covenant House Vancouver is an essential institution in Vancouver, supporting street youth and other people in need through a variety of life-sustaining and harm-reducing programs 24 hours a day, 7 days a week, 365 days of the year. CHV supports young people, aged 16–24, who are experiencing, or at risk of, homelessness, youth who are experiencing human trafficking, and youth in need. Its mission is to champion every young person's right to health and well-being and provide a continuum of programs and services to support youth on their journey to dream of a brighter future.

Since 1997, Covenant House has led with compassion and care, supporting Vancouver's most vulnerable. CHV takes a one-size-fits-one approach to care and provides support that is tailored to each individual's specific needs and goals, incorporating evidence-based practices to ensure care for the whole person.

CHV has grown significantly in recent years, including a major campaign that allowed for significant new buildings and upgrades, and has allowed for significant growth in impact in its programs.

Covenant House is predominantly funded by an amazing group of passionate supporters – over 50,000 in number last year - who believe in CHV's vision and work, and in fact, they provide the large majority of CHV's budget.

This recent growth, combined with its significant capacity to deepen community support, has led Covenant House to create and recruit a **Director, Donor Engagement and Operations** to integrate, enable, and support best practices across its entire philanthropic program. This new leadership role will be a key player on the philanthropic leadership group as one of three Directors that report to the Chief Philanthropy Officer.

The Director will ensure strategic and thoughtful case and priority project development, work closely with fundraisers and strategies for major donors, and ensure back of house operations related to stewardship, recognition, and donor services are thoughtfully curated, effective, and efficient. The Director will join an incredible team of 40 fundraising staff who raise \$20 million every year.

This is a compelling opportunity for a generalist fundraiser with a passion for systems to:

- Join an organization with an incredible reputation doing impactful front-line work;
- Be a leader of one of Vancouver's most inspired and mission-driven philanthropic teams that truly values the whole person;
- Bring their fundraising expertise to hone and elevate an already high-functioning team;
- Convene and organize key support functions programs in support of philanthropy.

Information for Candidates

This search is being led by Covenant House Vancouver's search partner, Christoph Clodius at The Discovery Group.

If you or someone you know is interested or curious, please be in touch at christoph@thediscoverygroup.ca.

All submissions should be received by January 9, 2026. Please apply to Christoph with a cover letter/expression of interest and resume/CV, together in a single document.

Compensation & Benefits:

The successful candidate can expect a starting annual salary of between \$100,000 and \$120,000. Our benefits include two options for Health, Dental, and Disability Coverage, and a group savings (RPP/TFSA) plan. In addition, CHV also offers generous vacation time, personal days to promote work-life balance, participation in our fortnight program, and other perks like tuition support.

Location:

This is a full-time permanent role based at CHV's offices located at 1280 Seymour St, Vancouver, BC, with hybrid work possible (i.e., 2-3 days/week in the office).

Disclaimer:

Working at Covenant House Vancouver will be one of the most meaningful things that you'll do in your life. However, you will be exposed to significant issues in this work, and frankly, it is not for everyone. You will be exposed to the trauma of others because the youth we serve may experience overdose, physical harm perpetuated by self or others, and even death.



About Covenant House Vancouver

On any given day, an estimated 500 to 1,000 youth experiencing homelessness are living on Vancouver's streets. Some are fleeing abuse or exploitation. Others find themselves on the street after ageing out of foster care or being rejected by their families, and thousands more struggle with life's challenges, including mental illness and substance use.

While people experiencing homelessness in Vancouver is nothing new, the problem today is acute and complex. Mental health and substance use issues have historically been barriers to housing, and for many of the youth we serve, who have unique needs, the search for housing is particularly difficult. The situation is exacerbated by the rising costs of living and housing.

Covenant House Vancouver provides support to young people, aged 16–24, who are experiencing, or at risk of, homelessness, youth who are experiencing human trafficking, and youth in need. Covenant House Vancouver is a secular organization that welcomes and serves young people from all backgrounds.

CHV is one of 34 Covenant House locations globally that can benefit from each other's experiences. Widely regarded as a leader and innovator among Covenant House locations, CHV is uniquely positioned to tackle youth homelessness.

CHV is more than just a shelter; it offers a one-size-fits-one approach to address the needs of young people whose overlapping mental health, substance use, trauma, medical health, and other challenges require specialized support. Youth need a space that is psychologically, emotionally, and physically safe for them to heal. At Covenant House Vancouver, young people have a place to call home and receive the care they need when they need it.



Values:

These five values guide our shape culture and inform how we show up: for the youth that we serve, for each other as peers, with donors, partners, volunteers, and our community.

1. **Absolute Respect:** We treat each other with kindness, modeling this behaviour and fostering an environment where everyone feels valued, included, and can thrive.
2. **Courage:** We lead with boldness and resilience. We challenge the status quo, reach for new possibilities, and empower each other to rise above obstacles. By speaking up and acting with confidence, we inspire growth and progress toward our vision of ending youth homelessness.
3. **Equity:** We ensure that everyone has the same opportunity to succeed. We strive for fairness and justice in all our decisions and actions. By being thoughtful and intentional, we aim to create a playing field where all are empowered to reach their highest potential.
4. **Inclusivity:** Together we are stronger. We honour each person's unique qualities and experiences. By recognizing and valuing the diverse strengths and perspectives, we ensure everyone feels seen, heard, and safe
5. **Integrity:** We deliver on our promise to support and uplift the young people we serve and are committed to doing what's right, always. We hold ourselves and each other to the highest ethical standards, ensuring accountability in everything we do.

Learn more about:

- [Covenant House Vancouver](#)
- [Its history](#)
- Founding member of the [Human Trafficking Prevention Network](#)

Philanthropy & Fundraising:

Every year, over 50,000 people step up to support CHV. Their donations, of all sizes, enable CHV to reach youth whose futures are precarious. Fundraising makes up the large majority of CHV's revenue: just under \$20 million of last year's \$27.2 million budget came from donations and bequests (\$19.8 million), with the balance from various levels of government (\$4.1 million) and other sources (\$3.2 million).

Philanthropic revenues are quite balanced across portfolios, with direct mail, realized legacy gifts, foundations, major (up to \$50,000) and leadership (over \$50,000) giving making up our largest revenue streams. CHV also gratefully accepts gifts in kind and services.

Our goal remains fundraising for priority needs through undesignated gifts, which our community of donors eagerly do.

When reporting back to donors and sharing their impact, CHV may share updates about initiatives such as:

- Indigenous Cultural Support to help ensure these young people have access to culturally safe spaces, healing practices, and the wisdom of Elders and Knowledge Keepers who walk alongside them.
- Health & Wellness fund that helps meet the everyday health and wellness needs of youth at CHV. This includes dental care, prescriptions, and over-the-counter essentials like cold medication and first aid supplies.
- Recreation & Connection that makes meaningful recreation possible for youth at CHV.
- Life Skills Supplies to fund the hands-on materials youth need to build essential life skills, from budgeting and financial literacy to cooking, communication, renting, and applying for school.
- Start Up Kits & Community Housing Supplies helping youth settle into safe, stable housing with dignity.
- Youth Transportation that helps youth at CHV get where they need to go. This includes taxi fares, bus tickets, and the cost of operating two program vans.
- Covey's Cupboard, a fund that helps young people meet one of their most basic needs: access to food.

Additional giving highlights include:

- A record-breaking \$50,486 in gift-in-kind donations for the holiday campaign
- 7,815 pieces of clothing were selected for use from the clothing room (a room that allows youth to access a wide variety of clothing in different styles and sizes)
- 5,099 requests for items from youth were fulfilled by staff



Sleep Out:

Sleep Out is CHV's signature event, a biannual fundraising and awareness event that occurs in February and November. Business leaders and community members give up their beds for one night to sleep out on the streets of Vancouver. This isn't a night of pretending to be homeless. It's an opportunity to shine a light on the youth homelessness crisis and raise critical funds that will shelter and support young people on their journeys to independence. The 2025 Sleep Out held in November raised over \$1.3 million – the highest total ever for a Sleep Out.

Strategic Plan Pillars

Diversity, equity, and inclusion are at the heart of everything CHV does in support of youth. It is committed to advancing reconciliation, fostering welcoming and respectful spaces for all individuals and communities, and engaging in meaningful practices that empower young people on their journey to a brighter future.

Of particular relevance for the Director is the pillar of Operations:

Operations: Driven by a commitment to quality

Key Initiatives: Safety culture; Culture of Philanthropy; Continuous Process Improvement; Technological transformation; Information management; Revenue diversification

Prevention: Create transformative change

Key Initiatives: Local, provincial, national, and international advocacy; Canadian advocacy partnership; Community education; Brand awareness; Family & Natural Supports

Intervention: Maximize our impact

Key Initiatives: Leverage technology to expand reach; Knowledge sharing; Data driven intervention; Fully implemented program model; Increased anti-trafficking support

Restoration: Foster lasting outcomes

Key Initiatives: Developmentally appropriate, affordable housing; Alumni community; Expand partnerships

Our Team: Unlock our potential

Key Initiatives: Employee wellness; Organizational structure; Training & development



Programs & Services

The cost-of-living and housing crises have fuelled a significant surge in youth homelessness across Metro Vancouver. Thanks to donor support, Covenant House Vancouver has expanded services to address these growing challenges.

Its commitment to youth shines through the programs offered in newly developed spaces. From art therapy and the music room to life skills workshops and recreational activities, CHV provides a wide range of holistic support. The demand for our services has grown substantially, with youth accessing over 950 clinical counselling sessions in just one year.

[Community Support Services](#), which includes the [Drop-In Centre](#) and [Outreach](#) teams, often serves as the first point of contact for youth seeking refuge and support. This year, CHV enhanced CSS in multiple ways, including extended Drop-In Centre hours. The result has been the highest attendance in a decade. The extended hours provide increased opportunities to connect with and support youth.

[Winter Shelter Program: A Warm Place to Stay](#), funded by BC Housing, offers safe, temporary overnight accommodation for youth aged 19 to 24, from November through March. This 10-bed shelter operates every night, regardless of the weather, to ensure that youth have a consistent place to find warmth and support during the colder months.

[Sanctuary: A Safe Space for Youth](#), Launched in June 2024, in partnership with Vancouver Coastal Health, [Sanctuary](#) offers essential shelter, basic necessities, and comprehensive wraparound care in a compassionate, non-judgmental environment. This program supports youth who face significant substance use and mental health challenges and lack access to similar services elsewhere. Sanctuary's primary goal is to build trust and foster relationships, which encourages youth to engage with additional programs that support their growth and healing.

[Foundations: Supporting Youth on Their Substance Use Journeys](#), opened in June 2023, the [Foundations program](#) is designed for youth who want to address their substance use, but do not require medical detox. This program uses a harm-reduction and trauma-informed approach to meet youth where they are on their journeys. Together, CHV and youth create personalized plans tailored to their unique goals and needs.

[Crisis Program: A Place to Grow and Heal](#), provides temporary, free accommodation for youth that allows them to stay as long as needed to navigate their unique challenges. This program is designed to offer stability and support and recognizes that healing takes time.

[Rights of Passage: Supporting Youth in Their Journeys to Independence](#) offers young people safe, affordable housing and comprehensive support as they prepare to transition to their next living situation. The program emphasizes community building and encourages youth to participate in activities such as gardening, cultural celebrations, and recreational committees.

[Anti-Human Trafficking Toolkit: Empowering Youth and Building Awareness](#). In 2024, CHV officially copyrighted its anti-human trafficking toolkit, [Pivoting Practice: Building Capacity to Serve Youth Impacted by Trafficking](#). This comprehensive resource reflects CHV's commitment to addressing the needs of youth affected by, or at risk of, human trafficking.



Director Role: Position Summary

Reporting to the Chief Philanthropy Officer, the Director will be part of the Philanthropy Team's senior leadership group, currently consisting of the Director, Philanthropy & Special Projects and the Director, Leadership Giving.

Together, these two Directors and the CPO are accountable for achieving CHV's \$24.2M fundraising goal.

The Director will also play a crucial role in strategic and operational planning for the Philanthropy team, and their feedback will play into larger planning across CHV. To support their work, the Director will have immediate oversight of both the Volunteers and Gift-in-Kind and Database and Donor Services teams, comprised of two direct reports and a total team of 16.

The Director role has been created to ensure consistency, clear and efficient processes, and best practices needed in a large and sophisticated fundraising operation. With an overall mandate to facilitate the growth of the philanthropy team's successes, the Director will have a purview to focus on:

Fundraising priorities & donor engagement:

- Working with leaders in Finance, Programs, and Philanthropy to identify areas of greatest need and opportunity for donor investment – particularly for CHV's largest-capacity prospects.
- Lead and create a donor engagement plan for donors that streamlines prospect management for frontline fundraisers, which may include a review of giving levels and thresholds.
- Develop a focused and dedicated event strategy that best uses CHV's available resources for event planning and execution.

Efficiencies & Consistency:

- Lead the development of case statement, proposals, and other donor materials to ensure consistency in messaging.
- Identify and strategize on other areas of improvement.

Reporting & Stewardship:

- Ensure back-end systems facilitate donations reporting and tracking, and link to priority needs.
- Develop and implement a donor recognition and stewardship plans, considering elements such as the entire donor journey.

Specific Areas of Responsibility Include:

Donor Engagement & Funding Opportunities

- Explore viable possibilities among the CHV suite of services and facilities.
- Partner with leaders across CHV to identify long-term funding needs aligned with CHV's mission and operational goals; manage and evolve CHV's funding opportunities framework with compelling cases for support.

- Develop and implement a donor stewardship plan, ensuring strategic, consistent, and donor stewardship by relationship managers.
- Create, develop, and write cases and funding opportunities to best support high-net-worth donors, with particular focus on investments beyond general-purpose or undesignated gifts.
- Collaborate with Finance and Program teams to co-develop the resulting budgets, proposals, and reports.
- Lead strategies related to curated donor experiences, such as donor events and recognition opportunities.
- As appropriate, build donor journey maps to best engage CHV's various giving levels; prioritize and promote those with the greatest need and opportunity.
- Partner with mass appeal fundraising teams in support of data segmentation and targeted campaigns to maximize engagement and giving.
- Ensure systems for gift fulfillment, receipting, and reporting are fully operational.
- Help foster a donor-driven lens across the philanthropy team.

Strategic Systems & Planning

- Develop the tactics to help fulfill a donor engagement plan focused on funding opportunities, recognition, and meaning.
- Partner with frontline fundraisers to implement logistical solutions that enhance donor interactions.
- Build systems for effective gift fulfillment and meaningful donor recognition.
- Partner with relationship leads to help manage systems for personalized and donor-centred communication
- Analyze donation data and adjust plans accordingly to meet financial goals for the organization.
- Ensure timely sharing of program updates for informed donor communications.
- Coordinate matching campaigns and improve systems for donor experience and fundraising efficiency.

Team & Organizational Leadership

- Lead Volunteer & Gifts-in-Kind and Donor Services teams to ensure cohesive, donor-centric operations.
- Manage and coach key team leads, fostering a culture of collaboration and long-term fundraising success.
- Champion a culture of philanthropy and contribute to strategic decisions as part of the Directors' Leadership Team.
- Collaborate closely with Directors, Managers, and the entire Philanthropy team as an enabler, champion, and colleague.
- Build relationships with peers in Programs, Operations, Finance, and the executive office as needed to provide strategic value to CHV's overall mission and ensure the role of philanthropy is understood and embraced.
- Help foster a culture of philanthropy across the organization.

About the Director

A collaborative, adaptable, and optimistic leader will thrive in this new Director role. Someone with an entrepreneurial spirit and strong fundraising expertise, especially in donor engagement, recognition, and funding strategies, would be ideal.

Specifically, the ideal candidate possesses:

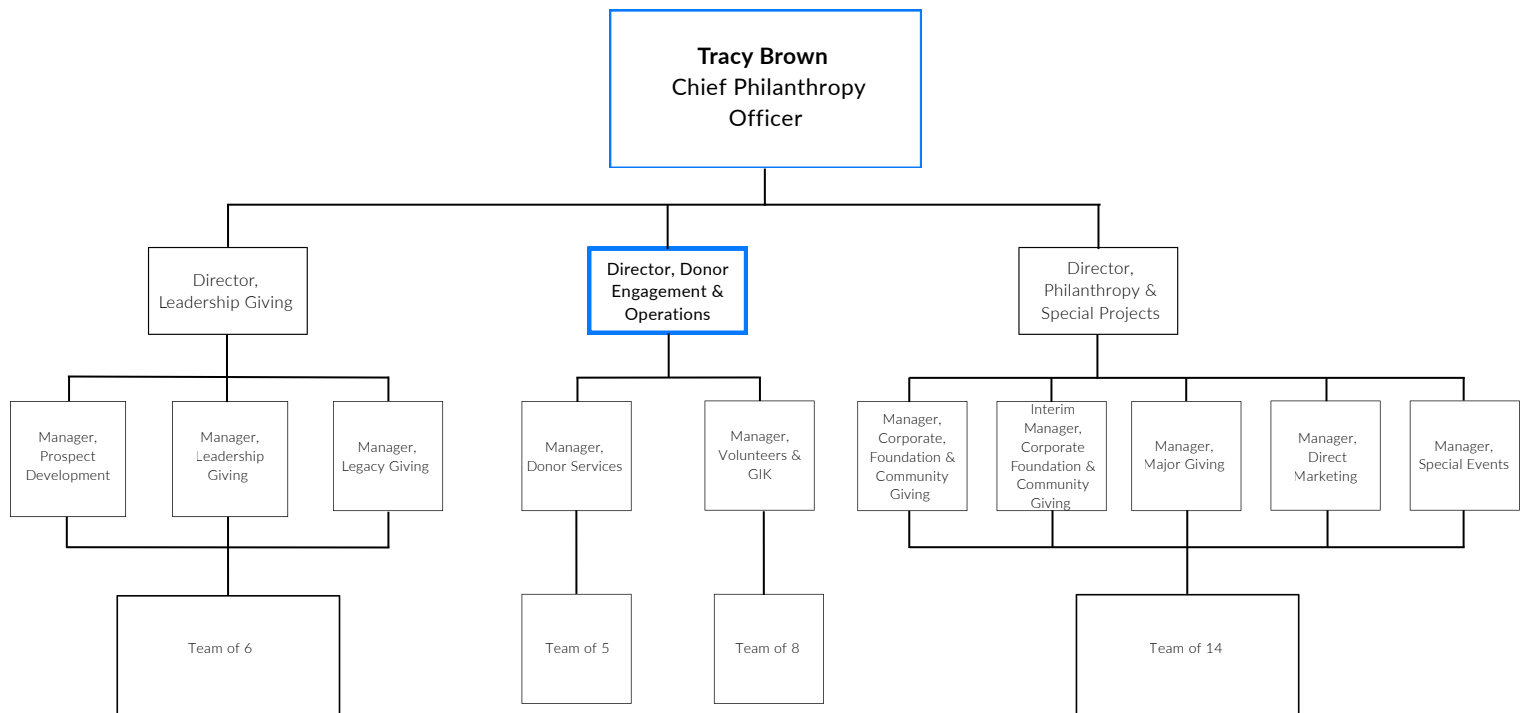
Education and Experience:

- Significant generalist fundraising experience with a knowledge and understanding across giving streams, such as major giving, annual giving fundraising, case development and proposal writing, and others.
- A background in donor engagement, recognition, and stewardship best practices would be particularly welcome.
- An understanding of fundraising data management, moves management, and trends in analytics and AI.
- Experience fundraising for social services organizations with a variety of programs and evolving priorities.
- Experience leading people and direct reports to success.
- Demonstrated project management skills; experience leading projects through their full cycle from identifying priorities, creating a plan, and executing on it.
- Strong administrative and problem-solving skills with the ability to translate vision and strategy into tactics and actions.
- Exceptional communication skills with the ability to craft clear, engaging and donor-centered messaging across a variety of stewardship materials and channels.
- Some financial acumen and understanding of budget building and management.
- Undergraduate degree (preferred) or related experience and education.

Further, the following competencies & traits would position the Director for success:

- A strong alignment with CHV's mission; a passion for issues facing youth overcoming homelessness.
- Fundamentally humane and authentic; they see themselves and others as whole people. Kind, generous, and thoughtful.
- Adaptable and thrives in ambiguity, yet keen to pursue clarity in designs and processes.
- An entrepreneurial mindset with an excitement and motivation to bring new ideas and creativity to established thinking.
- Exceptional strategic thinking and problem-solving skills.
- Strong budgeting, project management, and communication abilities.
- Ability to manage long-term plans while meeting short-term objectives.
- Assertiveness and persistence coupled with tact and diplomacy. Influential and motivating.
- A commitment to upholding principles of diversity, equity, inclusion, and Truth and Reconciliation.
- A collaborative and confident leader, able to manage and support subject matter experts.
- Big-picture focused and visionary, while also grounded in execution, thoroughness, and detail.
- Strong emotional intelligence; low ego, takes responsibility for actions, owns mistakes, and seeks to improve.

Philanthropy Team Organizational Chart



Leadership Biography



Tracy Brown
Chief Philanthropy Officer

Tracy Brown is a mission-driven philanthropy executive with over 20 years of experience in the nonprofit sector. As Chief Philanthropy Officer, she leads with selfless integrity and a deep commitment to teamwork, fostering a collaborative culture where people feel supported, empowered, and inspired. Tracy is known for mentoring high-performing teams that thrive on trust, transparency, and shared purpose. She brings a good sense of fun to her work and strongly believes in maintaining a healthy work-life balance. Tracy oversees a dynamic philanthropy portfolio focused on strategic giving and community engagement.



Territory Acknowledgement:

Covenant House Vancouver recognizes the ongoing impacts of colonization and is committed to advancing reconciliation with Indigenous Peoples in all the work we do. We acknowledge, with gratitude, that our work takes place on the ancestral and unceded traditional territories of the xʷməθkʷəṽəm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) Nations.

Diversity, Equity & Inclusion:

Covenant House Vancouver is committed to upholding diversity, equity, and inclusion in our workplace. We value the perspectives of a full spectrum of experiences and ideas with the goal of protecting and safeguarding all youth in need. To best serve the diverse youth at CHV, we seek employees who will work respectfully and constructively with differences.

We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to: persons from groups marginalized due to race, socio-economic status, ancestry, colour, religion/spiritual beliefs, or place of origin; persons with visible and/or invisible disabilities; persons who identify as women; persons of marginalized sexual orientations, gender identities, and gender expressions, and; Indigenous persons.

We recognize that many of these identities intersect and that, therefore, diversity, equity, and inclusion can be complex. We value the contributions that each person brings and are committed to ensuring full and equal participation for all at Covenant House Vancouver.

Learn more about Diversity, Equity & Inclusion at Covenant House Vancouver: covenanthousebc.org/take-action/careers/diversity-equity-and-inclusion/

As we serve vulnerable youth, all employees working for Covenant House Vancouver must be fully vaccinated for COVID-19. Proof of vaccination status will be required prior to your start date.



Navigating complex challenges for social profits

The Discovery Group is an international consulting firm dedicated to the social profit sector. We believe that social profit organizations can change the world. Since 2017 it has been our mission to help social profits across the globe achieve their vision and elevate community impact. We work side-by-side with our clients to help them envision change, determine how to make it happen, and put the necessary tools and skills in place for success.

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