Sea to Sky Community Services
sscs.ca

Director of Development & External Relations

Executive Profile Presented By

THE DISCOVERY GROUP

Together, we're building community.

Sea to Sky Community Services Society (SSCS) helps to create healthy, connected, and diverse communities where everyone has the opportunity to grow, develop and lead meaningful lives - at every age and stage of life.

Established in 1978, SSCS is the largest community services organization in the Sea to Sky Corridor: specifically Squamish, Whistler, and Pemberton. SSCS grows and innovates to enhance the lives of thousands of people every year through 40 vital programs no one else offers. From prenatal programs to child care, youth and adult services to assistance for seniors, SSCS helps clients develop crucial life skills, build confidence and self-worth, and enhance their lives.

The Director of Development & External Relations (Director) is accountable for establishing a fully integrated fund development program (annual, major, gift planning as well as grants and sponsorships) and foundational best practices pertaining to development work (i.e., database, proposal development correspondence, fund management) as well as leading all communications, marketing, and public relations work on behalf of the Society. Importantly, the Director is responsible for a select portfolio of high-net-worth donors and prospects.

SSCS is finalizing its fundraising campaign to help fund the Harrow Road project, a Community Services Hub and affordable housing in Pemberton, one of Canada's fastest-growing communities. The Harrow Road project will meet Pemberton's critical need for expanded health and social service support and the Director will play a crucial role in stewarding campaign donors and engaging them in the life of the Society beyond the campaign.

This is a great opportunity for an enthusiastic fundraiser to:

- Play an essential role in supporting the Sea to Sky Corridor's most important social services;
- Support and enable Harrow Road capital campaign donors' ongoing support;
- Carry a portfolio of high-capacity, high-inclination prospects with personal accountability for securing gifts of $50,000+;
- Be a part of a high-performing and passionate team.

At Sea to Sky Community Services Society, we live and work on the unceded ancestral lands of the Skwxwú7mesh Nation People and the Southern Stl'atl'imx Nations of Líl'wat, Samahquam, Skatin, Xa'xtsa, and N'Quatqua.

Information for Candidates

Sea to Sky Community Services has partnered with The Discovery Group
in support of building their team.

To apply or learn more, please contact Christoph Clodius at christoph@thediscoverygroup.ca. If you're interested or curious, or know someone who is, please be in touch.

Application Timing & Process:

Candidates will be evaluated on an ongoing basis, so we are encouraging early and/or immediate applications and enquiries. We welcome questions and enquiries prior to applications.

Compensation & Benefits:

The successful Director can expect a starting salary between $93,966 – $120,000, depending on experience. Once hired, the Director will have the opportunity for their salary to increase over time.

Benefits include generous holidays, 100% employer-paid premiums, extended benefits, MSP premium coverage, a comprehensive suite of extended medical and dental insurance coverage, and a Municipal Pension Plan with employer match. Other perks include casual dress, paid sick days, on-site parking, and more!

Location:

Sea to Sky Community Services's head office is located in Squamish, BC, and we are pleased to offer flexible conditions to accommodate a strong incumbent. Ideally the Director would be present in the office on average twice a week, often enough to interact with senior colleagues and program leaders, as well as to engage in-person with our donors and prospects.

Some driving will be required for in-person meetings, workshops, events, and staff gatherings at our facilities throughout the Sea to Sky Corridor.

Diversity, Equity and Inclusion:

At SSCS, we are committed to supporting Truth and Reconciliation recommendations through intentional and meaningful partnerships and program delivery.

We recognize the systemic barriers, biases, and unequal access to services that continue to limit the rights and opportunities of individuals and communities. SSCS is committed to ongoing learning and unlearning, offering opportunities for education, professional and personal development, and accountability.

Our strategic plan is guided by four aspirations that shape how we serve the Sea to Sky region. From hiring practices to community engagement, we strive to be inclusive of every individual. These are called "aspirations" to acknowledge that while we are not free of prejudice and bias, we are working with intention every day toward a more inclusive and equitable environment.

About Sea to Sky Community Services

With compassion, respect, and care, SSCS provides high-quality programs throughout our region to enhance the lives of residents at every age and stage of life. Our staff work with the deep conviction that many of the organization's programs and services can improve the health and wellness of individuals and families going forward.

Our Vision: A thriving community where everyone belongs.

Our Mission: To enhance the quality of community life and well-being by providing compassionate support services and critical programming to individuals and families at every age and stage of life.

Our Values:

- Respect: We believe in a shared responsibility to treat others with openness, dignity and respect.
- Inclusive: We foster a community of equal opportunity that is free from discrimination and other impediments to full and effective participation for all.
- Compassion: We provide caring, non-judgmental support.
- Collaboration: We work creatively with our partners and community to enhance people's lives.
- Reconciliation: We build authentic relationships based on mutual respect, shared values and a willingness to learn.

History:

Sea to Sky Community Services Society began as a registered society in 1978. The society was born out of a need in the community to provide programming at a grassroots, local level. Our work began with a directory of services for children, youth, families and adults, followed by a program for children who were at risk of being removed from their homes or were already involved in the social welfare system. We then secured a contract to support children with additional needs.

Since then, we have grown tremendously:

- In our first decade, we expanded to offer intervention programs to strengthen and improve behaviour in the home, parenting programs, daycare and employment/training programs;
- In the 1990s, we opened offices in Pemberton and Whistler. We continued to grow, adding programs and services in community living (helping people with developmental disabilities), adult mental health and alcohol and drug intervention and prevention;
- In the 2000s, we opened childcare centres in Pemberton and Squamish and a youth centre in Squamish and began managing subsidized and supported housing complexes;
- Now our Harrow Road site continues to foster innovative programs and supports where they are needed most.

Learn more about SSCS's history here: https://www.sscs.ca/wp-content/uploads/40-years-of-history.pdf

Strategic Plan:

SSCS's dedication to strategic organizational planning and program development has positioned it as a leader in social services among both our Indigenous and non-Indigenous communities.

Programs & Community Impact

Learn more about the 40 programs SSCS offers: https://www.sscs.ca/programs/

SSCS has wide-ranging and significant community impact through its 40 programs and services to help children, youth, adults, seniors, and families: https://www.sscs.ca/about-us/communityimpact/

Fundraising

SSCS is funded by the province of British Columbia and through donations, grants, sponsorships and other partnerships. The successful candidate will lead the Development Office and ensure that the ongoing annual support of SSCS continues throughout and after the capital campaign.

Learn more about SSCS's funding: https://www.sscs.ca/funding/

About the Role

Reporting to the Executive Director, and working closely with senior leadership and the Board, the Director of Development & External Relations is a senior-level appointment who will provide inspiration and leadership to a high-performing team. This is the central staff position for implementing all fund development and external relations activities at SSCS.

The Director of Development & External Relations is responsible for all aspects of SSCS's fund development and external relations activities. This includes planning, implementing, monitoring, evaluating, reporting, and adjusting as appropriate.

Duties and Responsibilities

Grow SSCS Resources:

- Support the Executive Director and Board in the planning and execution of donor and external relations, including objectives, targets, and building a culture of donor-centred philanthropy and engagement at SSCS.
- Carry a portfolio of high-capacity, high-inclination prospects with personal accountability for securing gifts of $50,000+.
- Identify, engage, and solicit prospective individual donors, corporations, and foundations for donations.
- Create and implement, in concert with the Executive Director and Director of Finance, a creative and comprehensive income growth strategy to ensure SSCS can meet the increasing needs of its growing communities.
- Evaluate and make recommendations to the Executive Director regarding human resources strategies for the Development & External Relations team, including, but not limited to, recruiting, orientation, ongoing training, and professional development.

Build Relationships:

- Determine the most effective communications, events, and donor relations/stewardship strategies to deliver on the vision and mission of SSCS.
- Cultivate long-lasting and deep relationships as well as coaching these skills in others.
- Negotiate and mediate gifts to achieve the best outcome for SSCS and the donor.
- Identify personalized cultivation, solicitation, and stewardship tactics with the support of the SSCS Board and staff.
- Work with the ED and Board members on Director's giving as well as potential donor identification and solicitation.

Marketing Communications:

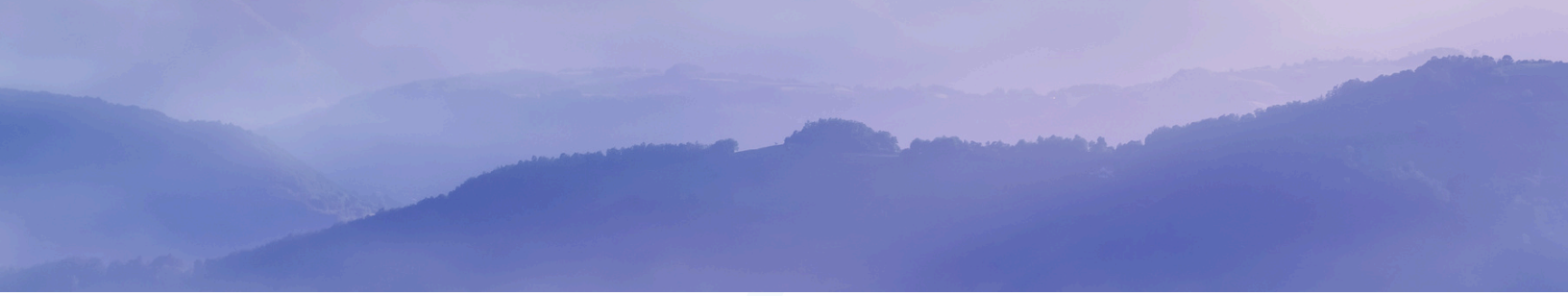
- Working with SSCS's Senior Manager of Communications to identify appropriate opportunities to share SSCS's story.
- Implement, in consultation with the SSCS Executive Director and Senior Manager of Communications, the production of fund development support materials (printed, electronic & other).

Fundraising Leadership:

- Work with the SSCS Executive Director and Board to establish fund development and community engagement priorities.
- In conjunction with the Executive Director, lead and oversee the development of comprehensive Fund Development and Communications Plans and budgets as well as design and implement metrics to analyze the execution and success of each plan.
- Partner with Sea to Sky Community Services's fundraising consultants on the current Capital Campaign (Harrow Road).
- Contribute to building a strong culture of trust, collaboration, innovation, and teamwork.
- Oversee and provide leadership and counsel with the planning, implementation, and direction of all development and external relations activities, ensuring consistent and significant increases to relationships developed, funds generated and community engagement.
- In partnership with the Board, Executive Director, and key Development volunteers, build positive relationships with major donors and solicit gifts.
- Direct and prepare gift requests as well as grant and sponsorship proposals to meet specific funding needs.
- Develop, implement, and oversee the SSCS donor recognition and stewardship program, in accordance with SSCS policies.
- Serve as the contact and information source for existing and prospective donors and funders concerning gifts and funding of SSCS.
- Represent SSCS in the community, making presentations and accepting gifts on behalf of SSCS when so designated.
- Ensure that all details relating to special events and projects are handled effectively.
- Maintain professional affiliations and enhance professional growth and development by keeping abreast of the latest trends in the fund development and external relations professions.
- Ensure all call and move information is captured in SSCS's donor database.
- Work with the Finance team to ensure donations are accounted for and that appropriate systems are in place for record keeping, relationship and prospect management, and donor database.
- Undertake special projects and reports as required by the Executive Director.

Volunteer and Staff Leadership & Management:

- Actively set the example for call management, donor cultivation, asks and stewardship work with donors and donor prospects.
- Identify, recruit, train, coordinate, thank and work closely with volunteers working on development and external relations activities.
- Prepare agendas, reports, and materials for the Fund Development Committee. Attend meetings and be responsible for the minutes.
- Prepare monthly reports and attend meetings of the SSCS Board.



Desired Education and Experience:

- Demonstrated success in identifying, cultivating, soliciting and stewarding major philanthropic gifts.
- Significant experience in fund development and external relations work.
- Demonstrated success in planning and implementing fund development and external relations initiatives.
- Active participation in AFP and/or CAGP and/or another appropriate professional organization's educational offerings.
- Work or volunteer experience in a social service-related organization.
- An undergraduate degree or equivalent experience and education.

Knowledge, Abilities and Skills:

- Knowledge of and proficiency in budget creation, implementation, and reporting.
- Entrepreneurial thinking and the drive to build a successful fund development platform.
- Knowledge of and proficiency in IDEA and ethics.
- Knowledge of and proficiency in donor software programs (DonorPerfect would be ideal) and Microsoft Office.
- Excellent organizational and relationship-building skills.
- Excellent writing skills, including grant writing.
- Experience and skill in public speaking.
- Knowledge of fundraising resources such as databases, online search systems, directories, and others.
- Knowledge of donor research techniques.
- Knowledge of legal and tax matters and legislation related to charitable contributions and fundraising.
- Knowledge of professional and ethical standards for fundraising executives (e.g., AFP, CAGP, Imagine Canada, CFRE).

Behavioural Expectations:

- Support the mission, vision, and values of SSCS.
- Treat others and their ideas with respect and dignity.
- Set a good example for others.
- Be an active coach for everyone in SSCS.
- Maintain the highest standards of honesty, integrity, and communication.
- Insist on excellence and be accountable to one another.
- Build group cohesiveness and pride through teamwork.
- Demonstrate confidence in SSCS, its volunteers and staff.
- Value and promote creativity and the change process.
- Be a good communicator and listener; be available and visible.
- Develop yourself to your highest potential.

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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