



# Seekhaven

**Development Director**  
Administrative Department

<b>Status:</b>	Non-exempt, Full-Time, Year-Round
<b>Supervisor:</b>	Executive Director
<b>Age Requirement:</b>	18 Years Minimum

*Updated July 2024*

**Description of Position:**

The Development Director plays a crucial role in ensuring a steady operational budget by securing various revenue sources. They will maintain current contracts by reapplying for established government grants and identifying additional funding from individual donors, foundations, corporations, and government grants. The Development Director will lead and coordinate fundraising efforts, including the annual Puttin’ on the Ritz event, and will create and maintain a donor database along with a gift assistance and stewardship policy. They will also assist in creating and distributing marketing and educational materials to inform prospective donors and funders about Seekhaven’s programs. Additionally, the Development Director will participate in strategic planning and meetings with the Board of Trustees and administration to help position Seekhaven for a future Capital Campaign to fund a new shelter.

**Expectations and Responsibilities:**

As a key member of the Administrative department, the Development Director will report to the Executive Director, collaborating closely with the Grant Manager and other members of the administrative team.

**The Development Director is responsible for the following functional areas and associated duties including, but not limited to:**

**Essential Functions:**

- Audit Seekhaven’s existing fundraising systems and make recommendations for where improvements are needed.
- Design a development plan and budget across fundraising strategies and funding applications that meet the goals established by the Board of Trustees and administrative team.



- Assist the ED and Deputy ED in creating a budget to outline the projected and confirmed income for the upcoming fiscal year.
  - Assist in updating the budget, as needed.
  - Present Plans to the Board of Trustees and administrative team, for approval.
  - Take a leadership role in Implementing the Development Plan.
  - Identify roles for Seekhaven staff and Board Members.
  - Possess strong communication skills for conflict resolution, problem-solving, and crisis management.
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- Actively engage in team meetings to ensure comprehensive understanding and effective communication.
  - Interpret and execute various instructions presented in diverse formats with precision and clarity.
  - Demonstrate active listening skills to effectively comprehend and internalize information and ideas conveyed verbally and digitally.
  - Precisely input data to produce meticulous reports that meet the highest standards of accuracy.
  - Adhere to safety protocols to sustain a secure and protected environment within the administrative offices.
  - Promptly notify the Operations or Administration team of any essential building or grounds maintenance or repair needs to uphold the Seekhaven's operational efficiency and safety standards.

#### **Management of Donor Databases:**

- Create a donor database to document donor information, donation amounts and preferences on how the funds are used.
- Document donations received, as indicated in Seekhaven's Financial Policy.
- Timely response to donors with a note expressing appreciation, donation receipt, and letter of acknowledgement for tax deduction purposes.
- Provide access to the donor database to approved individuals, in Capital Campaign endeavors or fundraising efforts, as requested by Executive Director, Deputy ED and Board of Trustees; otherwise, keep the information in the donor database strictly confidential.

#### **Fostering Donor Relations:**

- Maintain regular outreach to established donors, including but not limited to: sending thank-you letters/emails, Seekhaven's annual Community Benefit Report, holiday letters, personalized invitation to fundraising events, and more, as decided by the Board of Trustees and Executive Director.



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- Create thank-you letters and holiday letters as needed.
- Report progress (or any other additional, pertinent information) to foundation representatives, as requested or specified in the award agreement.
- Announce donor or foundation contributions and highlight philanthropic endeavors in advertisements, newsletters and social media posts, as requested by the donor.
- Coordinate giving awards and thank-you gifts, as decided by the Board of Trustees, Puttin' on the Ritz committee, and Executive Director.

## **Recruitment of Donors:**

- Develop a list of Seekhaven's top 40 prospects (individuals, local, regional, national foundations and businesses); develop and execute a plan to cultivate and solicit donations from each of them. Enlist Board members, staff and volunteers as appropriate.
- Attend pertinent meetings, events and other identified opportunities to meet and network with prospective donors, government officials or foundation representatives; proficiently and thoroughly discuss Seekhaven's mission, funding sources, programming, services and needs.
- Approach these situations with grace, transparency, and utmost professionalism.
- Ensure opportunities to donate are accessible; provide opportunities to contribute that match the individual's abilities and interests.
- Create advertisements, public notices and other material to recruit donors and navigate opportunities to contribute.

## **Charitable Foundation and Corporation Requests:**

- Research local, state-wide and national foundations and corporations that can be applied to Seekhaven's operations, expansion efforts, and capital improvements and/or expenses.
- Apply for funding opportunities as approved by the Executive Director.

## **Leading Fundraising Initiatives:**

- Create an annual fundraising plan as one element of the Development Plan, with the Executive Director; present to the Board of Trustees for approval.
- Create fundraising committees, composed of board members, staff and community members; serve as the chair or appoint a chair for all fundraising committees and delegate tasks to committee members, as needed.
- Take the leadership role in organizing, coordinating and executing fundraising efforts; tasks include but are not limited to:



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- obtaining event permits
- coordinating event dates and times
- creating and distributing marketing materials and announcements
- coordinating contract agreements for space/item rentals and services
- and delegating tasks to volunteers and assigned staff members.
- Thoroughly address all loose ends after the event, including, but not limited to:
  - sending donation acknowledgement letters and gifts
  - coordinating thank-you advertisements
  - finalizing contractual agreements pertaining to the event
  - and coordinating a debriefing meeting to address the events' successes and failures.

## **Planning and Reporting:**

- Provide consistent and transparent reporting to administration and staff, on a weekly or monthly basis as determined by the Executive Director. .
- Provide monthly donation reports and progress on the Development Plan to the Board of Trustees; attend and present at board meetings, as requested.
- Contribute to creation of thank-you cards, monthly newsletters, annual Community Benefit Report and more, as assigned by the Executive Director.

## **Management/Leadership:**

- Attend and participate in regularly scheduled administrative, and general team meetings.
- Assist in supervision as needed.

## **Client & Social Services:**

The Development Director is not expected to take on client work. However there will be times they may intercept a phone call or cross paths with a client in our facilities.

Operating the 24-hour crisis hotline requires a high level of professionalism and the ability to navigate a diverse range of calls with sensitivity and expertise. This includes,

- Assessing clients for shelter admission
- Providing assurance and support during times of crisis
- Providing resources
- Demonstrating empathy and understanding towards individuals in distress.

Maintaining composure and professionalism while handling these calls is crucial in ensuring that clients receive the assistance, guidance, and resources they urgently need.



Additionally,

- Provide empathetic responses to survivors to mitigate trauma levels and offer crisis intervention support.
- Refer survivors to appropriate community resources and counseling services as needed.
- Demonstrate effective communication and interpersonal skills in high-stress situations with individuals and groups.

**Grant and Contract Compliance:**

- Maintain grant contract compliance and participate in required training.
- In coordination with the Grant Manager, ED and Deputy ED, collect output statistics for grant reports.

**Required Skills and Background:**

- Bachelor's degree in business, human resources, social services or related field, *or* 2 years related work or personal experience.
- Strong computer skills in Internet, Microsoft & Google Workspace; QuickBooks experience preferred.
- Experience working with highly vulnerable populations.
- Ability to communicate effectively, provide conflict resolution, problem solve, and manage crisis.
- Excellent ability to assess and intervene with appropriate and effective intervention.
- Possess leadership and supervisory skills and be able to direct, supervise, train, and assess staff members.
- Must pass a criminal background check.
- Must be at Least 18 years of age.
- Have a valid Driver's License.
- Demonstrate professionalism by balancing both the quantity and quality of work.
- Demonstrate dependability, initiative, ethical judgment and collaboration.
- Experience in Leadership.

**Physical Demands:**

- Ability to lift up to 25 pounds when necessary.
- Capacity to work in a fast-paced environment with numerous distractions, including in a shared office space.
- Capability to move continuously across Seekhaven's campus and travel to off-site locations as required.



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## **Emotional Demands:**

- Capability to professionally manage oneself when hearing disclosures of various forms of abuse and crisis situations including physical and sexual violence, emotional and economic abuse, child abuse, drug use, suicidality and more.
- Ability to provide compassion, validation, and support to clients in crisis.
- Proficiency in establishing and maintaining emotional boundaries with clients, ensuring professional, client-led relationships consistent with agency standards.
- Capacity to practice self-care and utilize supportive resources provided by the agency or elsewhere.
- Skill in regulating oneself when giving and receiving constructive criticism, as well as being adaptable to fulfill Seekhaven's mission, foster a healthy work environment, and aid victims of abuse and violence.