



Job Title: Development and Communications Manager

Program Function: Administration

Commitment: Full-Time

Reports To: Executive Director

Position Overview

Reporting to and working in close collaboration with the Executive Director, the Development and Communications Manager is responsible for helping to develop, strengthen and execute the organization's strategic fundraising and marketing communications plan. The ideal candidate is versatile and outgoing. Activity strategizing ways to engage the broader public with the mission of Southside Center of Hope. He/she works will as a team member and independently.

To Apply: Email cover letter and resume to info@sscoh.org for full consideration.

About Southside Center of Hope

Southside Center of Hope's mission is to provide a safe and healing community for women recovering from substance use disorders, trauma, and mental illness. Since 1983, Southside Center of Hope has helped thousands of women escape homelessness, put them on the road to recovery, and help them reintegrate into their communities. Southside Center of Hope utilizes a holistic approach to recovery that integrates mental, spiritual, and physical wellness with housing, education, skill building and job placement services. As a non-profit organization, the highly structured and community-based residential and supportive services provided to women and their children are 100 percent charitable.

Southside Center of Hope is an **Equal Opportunity Employer**. At Southside Center of Hope, we believe investing in our employees and creating a supportive environment is essential to our mission. Therefore, we offer a competitive compensation package, including paid time off, health, vision, dental, and life insurance.

Development (45%)

- In collaboration with the Executive Director prepare and execute an annual fundraising and communication plan to achieve gift giving goals that meet the overall needs of the organization.
- Manage the donor database, track all contributions, and provide timely donor acknowledgment letters and tax receipts
- In collaboration with the Executive Director, provide strategic advice to the Board of Directors for gift giving opportunities and regularly prepare reports and metrics for the Board of Directors Development Committee.
- Plan and manage special events.

Communications and Social Media (30%)

- Plan and execute communications and social media designed to engage all constituents (donors, prospective donors, alumnae, volunteers, etc.). Components may include monthly e-newsletter, blog posts, and a social media plan.
- Analyze data from social media, web traffic, and Google Ad Words. Report monthly and recommend strategy refinements.
- Obtain photo and story releases from all participants and maintain accurate records.
- Gather and prepare appropriate materials for external speaking engagements.
- Write press releases to announce major milestones, new partnerships, major awards, etc.
- Identify story angles, draft media pitches, and invite select media to document Southside Center of Hope families and stories.
- Develop and maintain media lists for digital, print, radio, and TV.
- Develop relationships with Communications staff at partner organizations to cultivate stories of mutual benefit for newsletter and media.

Community Outreach (15%)

- Exemplify, interpret, and share Southside Center of Hope's Mission and Values in all interactions when representing the agency at networking events with all stakeholders.
- Actively seek out opportunities for Southside Center of Hope to participate in monthly community outreach events.

Other (10%)

- Attend and actively participate in required education programs, board/committee meetings and staff meetings.
- Assist the Accounting Firm with bookkeeping.

Qualifications

- Must possess, as a minimum, a bachelor's degree in a Business-related field. Master's Degree preferred.
- Proven success in resource development in the nonprofit sector, with a minimum of 2 to 3 years of experience in nonprofit resource development.
- Skilled in creating powerful, compelling written and oral communications for fundraising and marketing communications initiatives.
- Ability to travel locally, as needed for meetings and events.
- Excellent written and oral communication skills. Strong interpersonal skills. Excellent research and analytical skills.
- Previous experience working with fundraising software or CRM and experience managing email campaigns is preferred.
- Proficiency with Microsoft Word, Excel, WordPress and PowerPoint required. Some graphic design, social media management and photo editing software experience strongly preferred.
- Experience working with diverse groups of people including donors, clients, volunteers, partner organizations and community partners.

Personality Traits

Individuals most likely to succeed in this position generally possess the following personal characteristics:

- Ability to interact effectively and in a supportive manner with persons of diverse cultural, socioeconomic, and ethnic backgrounds.
- Ability to operate with purpose, urgency, and accuracy in a fast-paced, ever-changing environment.
- Detail-oriented, organized, and deadline-driven.
- Capacity to see the “big picture” and manage details simultaneously.
- Ability to take direction well, multi-task and prioritize projects.
- Ability to work in a team and individually.
- Excellent problem solver and ability to “think outside the box”.

Job descriptions should not be considered all-inclusive lists of all responsibilities, skills, efforts, or working conditions associated with a job. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties from jobs and to assign other duties as necessary.