



## **FAMILY HOUSE**

### **Chief Development Officer**

#### **About Family House**

Founded in 1981, Family House provides critical support to families of children who have cancer and other life-threatening illnesses and are receiving treatment at UCSF Benioff Children's Hospital. Serving more than 4,500 guests per year, the Mission Bay location is a quick walk from the hospital, accommodates 250 people per night and sustains nearly a 100% occupancy rate. Far more than just free, temporary housing, Family House is truly a home away from home and a beacon of the San Francisco community.

Made possible by an ambitious and highly successful capital campaign, the Nancy & Stephen Grand Family House opened its doors in May of 2016. This impressive facility includes not only state-of-the-art amenities at no cost, but also features a wonderfully supportive community of people dedicated to providing a caring environment for the entire family while their child is undergoing treatment.

Together, the staff at Family House are partners with our Board of Directors, volunteers and community offering care, compassion, sanctuary and community so that families naturally connect and find hope, comfort, and healing each day. Within this home away from home for the families we serve, we foster a work environment grounded in trust, respect, integrity and kindness, supporting each other to meet and exceed our individual and organizational goals.

Family House has experienced tremendous growth, both in terms of revenue and reputation, and enjoys broad support throughout the Bay Area community. Family House now seeks a passionate, experienced development professional to join its leadership team, build on the community's goodwill, and increase the positive impact made in support of its mission.

#### **The Opportunity**

This is a fantastic opportunity for an experienced development professional to capitalize on the success of the recent capital campaign, join a strong team with unquestionable dedication to mission, and personally interact with a deeply engaged volunteer and donor network. Family House's annual operating budget is approximately \$5.5M, with approximately \$4.3M generously given through philanthropy.

The successful candidate will bring a creative, strategic, and energetic approach to development and can help define the next chapter of Family House's growth as we approach our 10<sup>th</sup> Anniversary in Mission Bay.

#### **Job Summary**

The Chief Development Officer will forge new relationships to build Family House's financial resources, visibility and impact. In addition, they will be responsible for the design and implementation of a comprehensive fund development plan for creating a diverse revenue stream from key external alliances, including individual, corporate, foundation and other



philanthropic support.

They will be primarily responsible for the expansion and diversification of Family House's donor base/pipeline, securing funding for annual operations, capital improvements and the Fund for the Future Campaign. They will work closely with the board development committee, and support board members as they continue their fundraising efforts.

It is expected that the amount raised by Family House will increase in future years as the Chief Development Officer systematically and effectively strengthens the organization's sustainable fundraising capacity.

### **Reporting Relationships**

The Chief Development Officer (CDO) will report to the Chief Executive Officer and manage the Director of Development & Marketing. The CDO will be an important addition to Family House's Leadership Team, which includes the Chief Financial Officer, Chief Community Engagement Officer, Chief Operating Officer, Director of Development & Marketing and Director of DEI & HR Manager.

### **Essential Duties and Responsibilities**

- Create and execute an ongoing strategy for a large base of major individual and institutional donors to sustain and grow annual funding
- Direct strategic donor solicitation plans for major individual donors, and directly solicit a portfolio of major donors
- Collaborate with and support volunteers and other key Family House staff who hold portfolios of major donors
- Meet regularly with the major donors in the CDO portfolio, in support of advancing the overall fundraising success of the organization
- Review the existing planned giving program, and build on prior efforts to grow awareness of leaving a legacy to Family House
- Continue to grow an active donor stewardship program, utilizing key Family House staff, volunteers and activities throughout the year to engage donors
- Participate in best practices for using existing donor database tools to record donor activities and information throughout the year
- In collaboration with the Director of Development & Marketing and external grantwriter, endeavor to grow institutional support for Family House
- In collaboration with the Chief Financial Officer, create and manage annual revenue projections and fundraising-related expenses for the annual budget
- Actively participate in major event-related fundraising as spearheaded by the Chief Financial Officer
- With the CEO and Director of Development and Marketing, review the Annual Report and appeal letters/emails throughout the year
- Mentor and develop the development & marketing team



- As needed, provide flexibility to work on weekends and evenings
- Provide the utmost heartfelt care and support in all family/guest interactions
- Research funding sources and trends, with foresight, to help position Family House ahead of major funding changes or trends
- Other duties as assigned

## **QUALIFICATION REQUIREMENTS:**

### **Education and/or Experience**

- 10-plus years of professional experience in a nonprofit organization
- Demonstrate success in development roles within a (or several) nonprofit organization(s) that demonstrate the ability to manage and forge relationships with multiple donor sources
- Experience in and passion for mission-based fundraising
- Proficiency in Microsoft Outlook, Word, Excel, PowerPoint, and Salesforce.com or other donor database
- Bachelor's degree required
- Ability to travel as needed to represent Family House
- This is a hybrid role that requires onsite presence at Family House at least 3 days per week, which may fluctuate based on business needs

### **Competencies**

- Diplomacy in difficult situations, (including but not limited to patients, parents, families, neighbors, board member, staff, and funders) while exhibiting a consistent level of care and professionalism
- Demonstrates excellence in organizational, managerial, and communication skills
- Skilled in creating powerful, compelling written and oral communications
- Experience and credibility when presenting materials to external audiences
- Ability to influence and engage a wide range of individual and institutional donors and nurture long-term relationships that inspires philanthropy in new and existing donors
- Experience collaborating with an Executive Director or CEO on a variety of projects, and ability to support as needed for managing major donor portfolios
- Flexible and adaptable workstyle; a leader who can positively impact both strategic and tactical fundraising initiatives
- Ability to assess situations and prioritize tasks and their levels of importance
- Skilled at establishing and cultivating strong relationships with peers across different levels of the organization and externally with key volunteers and other stakeholders
- Resourceful, with the ability to develop and implement innovative solutions to potential issues



### **Employee Benefits**

The salary range for this position is \$200,000 - \$215,000. In addition, Family House offers a competitive, comprehensive benefits package including healthcare benefits, flexible spending accounts, 403(b) plan with an employer match, accrued sick leave and vacation and disability.

### **Equal Employment Opportunity**

Family House Inc. is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, protected veteran or disabled status, or genetic information. Family House seeks candidates whose skills, personal and professional experience, have prepared them to contribute to our commitment to provide compassionate heartfelt care and hospitality to the families and team we serve.

### **Commitment to Diversity, Equity, and Inclusion**

At Family House, we are fostering a community where everyone can connect, belong, and grow. We embrace the diverse backgrounds, cultures and experiences of every person that walks through our doors. We are committed to building an inclusive community, nurturing a culture that is welcoming and supportive, and engaging in dialogue that deepens our understanding of each other and our roles in strengthening our home and life for all.

### **Application Process**

Please submit your resumé along with your cover letter to HR Manager, Jon Hodo, at [jhodo@familyhouseinc.org](mailto:jhodo@familyhouseinc.org).

### **Application Deadline**

The deadline to apply is April 26, 2024.