



NPH USA
Raising Children. Supporting Families.
Transforming Lives.

Job Posting

POSITION: Donor Relations Manager – St. Damien Pediatric Hospital Fund
LOCATION: Nationwide
REPORTS TO: Vice President of Donor Relations and St. Damien Pediatric Hospital Fund
COMPENSATION: Competitive; Commensurate with experience

ABOUT US:

NPH USA serves more than 7,500 vulnerable children in Latin America and the Caribbean by supporting the homes, health services, schools, and outreach programs of Nuestros Pequeños Hermanos/Nos Petits Freres et Soeurs (Spanish/French for “Our Little Brothers and Sisters”). NPH USA’s St. Damien Pediatric Hospital Fund is helping to transform thousands of lives through the support of St. Damien Pediatric Hospital in Haiti, the nation’s premier children’s facility. St. Damien employs over 500 Haitians and provides over 50,000 services annually. If you are looking to make a dramatic impact in the life of a child, this is the job for you.

nphusa.org/impact; nphusa.org/stdamien

Mission

NPH USA connects supporters’ passions and interests to the transformational work of Nuestros Pequeños Hermanos impacting the lives of children, families and communities in Latin America and the Caribbean.

Vision

We envision a world where vulnerable children, families, and communities have access to the resources and opportunities they need to thrive.

Organizational Imperatives

- Honor Donor Relationships
- Fulfill Commitment to NPHI
- Live the Values of Fr. Wasson

Values

- Show GRATITUDE in all we do
- Foster authentic RELATIONSHIPS and true connections
- Act with INTEGRITY always
- Accept RESPONSIBILITY for our mission and our commitments
- Work in COLLABORATION to achieve more together
- Operate with TRANSPARENCY and honesty
- Embrace DIVERSITY, EQUITY and INCLUSION, building a better organization and a better world

Summary of Opportunity:

The Donor Relations Manager builds and expands relationships with new and existing donors to support the work of NPH St. Damien Pediatric Hospital. Within our donor-centered culture, you will manage a portfolio of 80-120 donors and prospects, meeting personally with donors when and where possible. This role will also work closely with our Marketing department and Grants Writer to strategically support St. Damien fundraising efforts.

Your portfolio will include individuals, foundations, businesses, and other organizations. You will identify potential new donors, support fundraising events, and both coordinate and accompany donors on visits to St. Damien when appropriate.

This position works remotely with travel as needed to foster relationships nationwide.

Your Impact & Contributions:

Under the guidance and direction of VP of Donor Relations and St. Damien Pediatric Hospital Fund, this position will develop and enhance new and existing donor relationships in the following ways:

Fundraising Efforts (50%)

- Increase the annual giving of donor portfolio consistent with the determined team goal for each fiscal year, supported by individualized KPI goals.
- Manage a portfolio advancing relationships with 80-120 donors and prospective supporters in order to meet and exceed fundraising goal.
- Steward and increase giving among annual donors (>\$1,000).
- Develop meaningful opportunities for stewarding donors.
- Support process for following up with first time donors, pursuing leads generated from the Marketing team's New Donor Onboarding Program.
- Support VP of Donor Relations-St. Damien Pediatric Hospital and the Marketing department on exploratory efforts in healthcare arena.
- Record, manage and continuously update donor interactions in Salesforce CRM.
- Train and collaborate with Marketing and Salesforce lead to learn and strategically leverage Account Engagement within Salesforce.
- Attend NPH St. Damien events, and travel to NPH St. Damien Pediatric Hospital as required and/or as requested.
- Some travel expected to make prospect and donor exploratory, cultivation solicitation and stewardship visits.

Fundraising Leadership (30%)

- Ongoing solicitation of NPH USA fundraiser input to assess, support their needs for seamlessly integrating and promoting St. Damien as part of fundraising efforts.
- Collaborate with Marketing to provide compelling content for fundraisers and donor engagement efforts, including website and social media content.
- Work with St. Damien Communications Officer to acquire campaign-related stories, news, videos and other assets.
- With experience and accumulate knowledge, a candidate will work with the VP of Donor Relations-St. Damien Pediatric Hospital and the Director of International Engagement to provide content for NPH-U St. Damien lessons.
- Work in partnership with the Gift Processing department to support operationalizing acknowledgements.
- Collaborate with VP of Donor Relations- St. Damien Pediatric Hospital and Marketing on plans to ignite recurring giving across donors.

Pursuit of Grant Opportunities (20%)

- Work with Grants Writer to prioritize and pursue leads.
- Assist in qualifying and quantifying funding results for mandatory reporting.
- Oversee record-keeping and centralized reporting of grants history.
- Identify when to introduce VP of Donor Relations-St. Damien Pediatric Hospital to key contacts

Ideal Qualifications:

- 3 or more years of successful nonprofit fundraising experience in annual/major/planned gift solicitation and portfolio management
- A proven record securing major gifts
- A detail-oriented team collaborator who can translate strategy into results
- Superb relationship management, interpersonal, digital, written and oral communication skills
- The ability to inspire, positively influence and engage volunteers and donors
- Strong organizational skills with exceptional attention to detail
- Ability to maintain timely and complete record of activities, results and planned follow up
- Demonstrated ability to handle sensitive, confidential information professionally
- High energy and passion for NPH USA's mission
- Knowledge and experience of Salesforce donor database and MS office is preferred
- Previous exposure to marketing and networking strategies, preferred
- Must be willing to travel locally and internationally as required
- Bachelor's degree required

How to Apply:

Send resume and cover letter to recruiting@nphusa.org. Include specific salary requirements. Please no phone calls or outside agencies. NPH USA is an Equal Opportunity Employer. We value diversity in the workplace and encourage applicants from all backgrounds to apply.