

University Settlement

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Charitable #: 119279412RR0001



University Settlement
Founded in 1910

Over 100 Years of Service in the Community

JOB TITLE/ POSITION: Development & Communications Manager
DEPARTMENT: Administration
REPORTS TO: Executive Director

ORGANIZATIONAL OVERVIEW:

University Settlement is a multi-service agency that was founded in 1910 and has the distinction of being one of the first community-based social service centres in the City of Toronto. University Settlement's three offices are part of culturally rich and vibrant neighbourhoods in downtown Toronto and North York. As active members of these diverse communities, University Settlement helps individuals and families to learn and grow by engaging them in social, cultural, recreational and educational opportunities. University Settlement is committed to enhancing the quality of life of the people in the communities we serve through our many programs and services.

THE POSITION:

The Development & Communications Manager is University Settlement's chief development and communications strategist. Reporting to the Executive Director, the Manager is responsible for the development and implementation of comprehensive marketing, communications, and fundraising programs and for managing relationships with the agency's external stakeholders, particularly those relating to funding and revenue generation. As a member of the management team, the Manager is also actively engaged in ongoing organization management and strategic development of the agency.

RESPONSIBILITIES:

Marketing and Communications

- Creates marketing and communications plans and vehicles to achieve the organization's strategic goals and objectives, raise the profile, build the reputation of University Settlement and engage key audiences, including current and prospective donors
- Develops a social media plan to increase the US digital presence
- Develops effective low-cost marketing campaigns for University Settlement for children's and recreation programming, the School of Music & Arts, and other programs and services related to Settlement & Social Services, and special events
- Writes, edits and coordinates the production of external relations communications including all content on the website, e-newsletters, Annual General Meeting speeches and event scripts, annual report, media releases, posters, and other electronic and print materials
- Writes and edits promotional materials, including monthly What's On e-newsletter, media releases, event scripts, speeches and selected reports
- Reviews all external agency communications to ensure consistent brand identity and messaging
- Develops relationships with local federal, provincial, municipal officials and their EA's and with other non-profit agencies and organizations in the community

Board of Directors Support

- Oversees the planning of the AGM, working closely with the Executive Director and Executive Assistant to the Executive Director



- Writes and oversees the production of the University Settlement Annual Report
- Liaises with and supports the work of the Board of Directors and Fund Development and MarCom committees with regard to fundraising and communications

Fundraising

Annual Campaigns

- Responsible for developing and executing an annual fundraising strategy and plan that creates a large, sustained base of annual individual donors.

Major Gifts

- Works with staff and key volunteers to solicit major gifts and cultivate prospective major gift donors
- Researches and prepares grant applications and proposals for foundations, corporate donations and sponsorships
- Ensures that all sponsorship commitments are fulfilled
- Researches and pursues new sources of funding, including donations in kind, to support program initiatives

Stewardship

- Responsible for donor stewardship including donor recognition programs
- Develops and maintains ongoing positive relationships with existing funders and major donors
- Reports in a timely manner, all required financial and program statistics as required by the agency and funders with support and assistance from the Executive Director's EA
- Oversees the establishment and maintenance of a comprehensive donor base
- Oversees the issuance of all tax receipts

Represents the Agency

- Takes a leadership role in key events throughout the year, including the AGM
- Participates actively in agency events
- Represents University Settlement at external events and makes presentations as required
- Represents the Executive Director when requested

Performs other duties as assigned

- Works closely with the Executive Director and other agency personnel to ensure department and program needs are met

QUALIFICATIONS:

- Minimum of 5 years progressively responsible experience as a communications and/or fundraising executive
- A relevant undergraduate degree or equivalent combination of experience and education (a graduate degree in nonprofit management or in a related field and/or Certified Fund-Raising Executive designation considered a definite asset)
- Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Very strong interpersonal skills and the ability to build relationships with stakeholders
- Excellent networking skills and proven ability to motivate and support high level volunteers and connect well with donors
- Strong analytical and strategic planning skills
- Proven leadership, coaching and mentoring skills
- Expert level written and verbal communication skills

- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Emotional maturity, discretion, tact and good judgment
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Experience working in a diverse, multi-service, unionized setting preferred
- An energetic, enthusiastic, professional and positive manner
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment
- Forward looking thinker, who actively seeks opportunities and proposes solutions
- Proficient in Microsoft Office, Adobe Acrobat, WordPress and social media web platforms

SCHEDULE: Full-time position, flexible, some evenings and weekends required

DETAILS: Non-unionized position

SALARY RANGE: TBD

Terms of Employment:

A Police reference check satisfactory to University Settlement is a requirement of this position.

All University Settlement employees are required to be fully vaccinated against COVID-19 as a condition of employment.

Please send your resume and cover letter to patricia.jacobs@universitysettlement.ca by November 8, 2021.

We thank all applicants for their interest, however only those candidates selected for interviews will be contacted.