



Job Posting

Data Coordinator, Fundraising (Full-time)

Founded in 1918, the Canadian Mental Health Association (CMHA) is a national charity that helps maintain and improve mental health for all Canadians. As the nation-wide leader and champion for mental health, CMHA promotes the mental health of all and supports the resilience and recovery of people experiencing mental illness.

ABOUT THE JOB:

Reporting to the Digital Fundraising Specialist, the Data Coordinator works closely with key volunteers, staff and donors. Data Coordinator is responsible for managing the organization's supporter and fundraising database, supporting fundraising campaigns, as well as working with donors to increase donor retention and yield.

This position operationalizes the strategic fundraising plan.

The work of this position will ensure the inclusion of the following core values and principles:

- Embracing the voice of people with mental health and or substance use/addictive behaviour issues
- Promoting inclusion
- Working collaboratively
- Influencing the social determinants of health (e.g. housing, justice)
- Focusing on the mental health needs of all age groups
- Being transparent and accountable
- Using evidence to inform our work

DUTIES AND RESPONSIBILITIES:

Responsibilities include but are not limited to:

Primary Resource Development Duties:

- Lead transition to a new, user-friendly donor and supporter CRM database for wider use across the organization.
- Provide training and support to other staff regarding the CRM database and ensure the development, implementation and review of clear, thorough data procedures.
- Conduct donor data analysis and reporting to help the team evaluate the effectiveness as we implement the fundraising strategic plan
- Provide ongoing maintenance of the CRM database, files and documentation in an appropriate and accountable manner according to established standards, and perform fundraising data integrations as required
- Coordinate ongoing donor recognition and donor journey mapping
- Support strategy, development and implementation of digital fundraising efforts
- Participate in list building strategy, and lead digital list building
- Steward relationships with fundraising volunteers and supporters
- Understand and adhere to CMHA National Fundraising Policies, Imagine Canada standards related to fundraising and CMHA donation and cash handling policies and procedures.
- Ensure all resource development activities reflect the policies and values of CMHA BC.
- Ensure that communications are consistent with CMHA BC's message guide and brand standards.

Events:

- Support CMHA fundraising event logistics

Administration:

- Manage CRM platform for multiple users
- File, organize and back-up donor information
- Implement data transfer and integration from multiple existing sources.

QUALIFICATIONS:

- Minimum of two years experience in donor relations, database management/integration and fundraising.
- A diploma in an applicable discipline is required, or an equivalent combination of education, training and experience.

Skills and abilities:

- Experience with the NationBuilder platform is required.
- Experience working with data, CRM systems and peer-to-peer fundraising platforms
- Experience working on public engagement and fundraising campaigns.
- A proven ability to interact effectively and positively with staff, managers and donors and external stakeholders, performing with a high degree of professionalism
- Excellent skills in multi-tasking and in working in a team environment, with the ability to assess and prioritize multiple tasks and demands
- Working independently, collaboratively and under pressure, with a strong attention to detail and excellent follow through.
- Experience in recruiting, supervising and retaining volunteers
- Experience working in resource development within a non-profit as well as on fundraising events is an asset.
- Personal experience with mental health issues and services, through self or loved ones is an asset
- Experience working with diverse populations is an asset.
- Fluency in additional languages is also an asset.

Proficiency in the use of computer for:

- Database/fundraising software (Neon or other): managing content, reporting, data mining and analysis
- Word, Excel, Outlook, PowerPoint, Access - including spreadsheets, word processing, e-mail.

WORKING CONDITIONS:

- This position is located at CMHA BC Division offices in downtown Vancouver. Due to COVID-19, if the office remains closed, the work may need to be completed remotely.
- The usual work week will be 37.5 hours per week. Due to COVID-19, if the BC Division office remains closed, there may be some flexibility in scheduling.
- This is a full-time position with an immediate start date.
- This position is a unionized position under the Community Subsector Association Collective Agreement. The pay rate as determined by the CBA Wage Grid is \$23.07 per hour.

HOW TO APPLY:

Please submit your resume along with a cover letter, clearly documenting how you satisfy the requirements outlined in this job posting to cmha.careers@cmha.bc.ca. by 5pm on **April 14, 2020**. We regret that only short-listed candidates will be contacted to schedule an interview.

Given the intended reach of this program, we are actively seeking applications from First Nations, Inuit, and Metis people. We encourage you to self-identify in your application.

We are an equity employer and encourage applications from women, persons with disabilities, members of visible minorities, First Nations, Inuit, and Metis people, people of all sexual orientation and genders, and others who may contribute to our further diversification.