



Delivering Innovation in Supportive Housing (DISH)

Job Announcement: Resource Development Manager

POSITION SUMMARY: The Resource Development Manager leads the implementation of DISH's resource development strategy that includes a variety of projects and requires exercising a high level of creativity and independent judgment. DISH is primarily funded by government grants, however this position is critical in securing additional resources to support our tenant and staff community. Responsibilities include event planning, funding development, marketing, and communication. This is a great job for someone looking to impact social justice and inspire others to join in.

This position reports to the Executive Director. The Fund Development Manager is an exempt position. Exempt employees are expected to work the appropriate and necessary time in order to complete key assignments and related tasks on schedule.

Due to the nature of the work, it is a requirement that all employees must be fully vaccinated against COVID-19.

As a member of the Leadership Team and other leadership forums, the Resource Development Manager is responsible for:

- Meeting and striving to exceed DISH Values, Service Commitments, and Objectives/Outcomes
- Developing, managing, and implementing an annual work plan
- Developing and managing DISH annual budget with Director and others
- Upholding and promoting DISH meeting standards and team commitments

Agency Description: Delivering Innovation in Supportive Housing believes that everyone deserves a home. Every day, we provide high-quality, permanent housing to San Franciscans who suffer from serious health issues—because with our help, they can get off the streets, rebuild their lives, and strengthen our communities.

Our Values:

1. Demonstrate excellence: In our work and in our interactions.
2. Stay focused: On what's most important and within our control.
3. Under-promise and over-deliver: Managing expectations along the way.
4. Use initiative and innovation: Improving our services and performance.
5. Be fair and consistent: Implementing our policies and procedures.
6. Be mindful and prudent: With income and expenses.
7. Be respectful and hopeful: With tenants, partners, coworkers, and ourselves.
8. Be open: To different opinions, challenging discussions, and taking risks.

DISH Service Commitments:

1. Warm greetings & interactions every chance we get

2. Professional appearance every day
3. Service through helping
4. Be present and respectful at all times
5. Stay calm in the eye of the storm
6. Strive for the best environment to be in and work in

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Fund Development

- Implement DISH's development strategy in partnership with the Executive Team
- With the Resource Development Coordinator, ensure the accuracy of DISH's donor database (Salesforce), including timely and accurate input and reporting of donations
- Maintain ongoing communications with private and corporate donors
- Manage, coordinate, and execute fundraising activities and strategies, including qualification, identification, cultivation, solicitation, and stewardship of individuals, corporations, and foundation funding prospects and donors
- Research relevant foundations/grants and apply to, manage, and report on grants. Ensure timeliness in reports and continued positive relationships with funders
- Participates in bi-monthly Board meetings and leads the Board's Fund Development sub-committee.
- Provide assistance and leadership to the Director and Board members to build and maintain long-term relationships with donors and prospects.
- Produce quarterly dashboards based on the organization's fund development, marketing, and events goals and outcomes.
- Oversee end of year appeal and other annual fund solicitations
- Additional related duties

Events Planning

- Plan and execute the annual fundraiser, the BASH, in partnership with the organization's Director, staff, and Board. This includes managing the budget, vendors, sponsors, attendee experience, volunteers, reports, and outcomes.
- Procure sponsorship support and manage sponsor relations and benefits. Develop a process for sponsorship follow-up and tracking with relationship holder
- Point of contact for events; effectively communicates details in advance to all involved and summarizes outcomes with thoughtful analysis and recommendations
- Plan yearly calendar of events with clear deliverable goals and achievements documented
- Implement industry best practices for recruiting event committees, teams, sponsors and individuals to grow our constituent base
- Ensure all events achieve/exceed revenue goal
- Ensure relationship cultivation strategies are implemented for all event constituents
- Serve as the staff manager on event day to provide an excellent experience for all participants
- Provide all event constituents at any development activity with a legendary experience from the time they arrive to when they leave the event
- Responsible for the production of all event materials, collateral, signage, and outreach in support of event goals are on brand, message, time and strategy
- Supervise the Resource Development Coordinator in the planning and execution of volunteer

- events
- Additional related duties

Marketing and Communications

- Create and implement the organization's communications strategy
- Supervise the Resource Development Coordinator in their content creation for the organization's monthly e-blast, website, and social media account
- Manage the content creation and design for the organization's annual report and other communications/fundraising collateral
- Create an editorial calendar that strategically communicates to various constituents throughout the year
- Follow and actively engage in conversations on homelessness, housing and philanthropy trends to share with DISH's online community
- Build and cultivate media contacts and write and circulate press releases
- Protect the visual identity of DISH by ensuring adherence to the style guide
- Supports outward facing staff and ensure they are using up to date materials including images, fonts, messaging and signage
- Develop print marketing collateral related to fundraising
- Additional related duties

EDUCATION AND EXPERIENCE:

- Experience in fund development and/or marketing and communications required.
- Two years of managerial or project administration experience required.
- Experience in content development and editing required.
- Extensive experience with donor and/or customer service provision required.
- Experience and willingness to work in a team environment required.
- Advanced PC skills and expert proficiency in MS Office required. Salesforce/CRM and website development/editing experience a plus.
- Team leadership or supervision a plus.
- Professional training may substitute for experience.

KNOWLEDGE, SKILLS, and ABILITIES:

- Commitment to the mission and values of DISH and enthusiasm for working as a team member.
- Ability to take direction from a supervisor and work independently.
- Ability to communicate work plan priorities and needs and demonstrate grace under pressure.
- Ability to assume leadership, take initiative, and exercise independent judgment.
- Ability to handle confidential personnel and financial matters.
- Strong office administrative skills, including telephone and written communication experience.
- Strong analytical skills and creativity.
- Ability to multi-task in a fast-paced work environment and ability to prioritize among competing pressing issues.
- Ability to manage expectations and meet deadlines in a timely and effective manner.
- Excellent verbal, written, and interpersonal communication skills. Ability to communicate

effectively with people from diverse backgrounds.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is frequently required to perform moderately difficult manipulative tasks such as typing, writing, etc. Must be able to walk, stand, and sit for extended periods. The employee must occasionally lift and/or move up to 30 pounds. Employee must have the ability to attend meetings, sit, listen, and use computer keyboard and mouse up to 7.5 hours per day. Frequently required to use a computer, phone, copier, and fax machine.

WORK ENVIRONMENT:

Incumbent will work in office setting as well as nine Single Room Occupancy, permanent housing settings with onsite social services for formerly homeless individuals, many of whom have significant mental health, physical health and/or substance use issues. Most of the buildings are about 100 years old and have had varying capital and cosmetic improvements. Typical shifts are weekday and daytime. Special projects and on-call emergency response require occasional schedule changes.

COMPENSATION

This is a full-time, exempt position starting as soon as possible. Starting salary is \$88,000 and dependent on experience. Compensation includes a full benefits package, including medical, vision, dental, vacation, paid holidays, sick leave, and a retirement plan.

Tides Equal Employment Opportunity Statement

DISH, a project of Tides, is an “at-will” and equal opportunity employer. Applicants and employees shall not be discriminated against because of race, religion, sex, national origin, ethnicity, age, mental or physical disability, sexual orientation, gender (including pregnancy and gender expression) identity, color, marital status, veteran status, medical condition, or any other classification protected by federal, state, or local law or ordinance. Pursuant to the San Francisco Fair Chance Ordinance, we will consider qualified applicants with arrest and conviction records for employment.

Applying

*Position is open until filled. In addition to a resume, applicants must include a cover letter expressing their interest in this position with DISH and why they are qualified for this job. Please submit cover letter and resume via **DISHResourceDevelopment@gmail.com**. No phone calls or drops-ins please.*