Position Description: Development Manager

Mission and Organizational Background
In 2010 the Refugee Response was established. Since inception the organization has been able to provide unique and important services to Cleveland’s new neighbors allowing children and families to excel in school and in life. Refugees resettled to Cleveland do better on average than those who resettle in other areas of the country. They work and they overwhelmingly give back to the city, making the most of the investment Cleveland places in them.

At present the Refugee Response provides a range of educational, employment and social support services for an estimated 180 individuals (70+ families) in the greater Cleveland area. Our programs focus on in-depth understandings of the families and the unique challenges that resettled families face when adjusting to a new environment.

At the Refugee Response, programs and services have expanded considerably over the past two years and future expansion is currently being planned. Philanthropic support has grown 37% during this same time, making this an exciting opportunity for a development professional to come in and help shape future efforts. In order to support the growing programs and staff of the organization we are currently recruiting a detailed oriented person who thrives in a dynamic and entrepreneurial atmosphere.

The role of Development Manager is a new position for the Refugee Response and is in alignment with the strategic development of the Refugee Response. The Development Manager is a part of the organizational support team led by the executive director providing support services to the three program teams; the youth education team, the adult program team and the Ohio city farm.

Responsibilities of the Development Manager include:

Development Operations

- Work with Executive Director to help build an expand the organization’s development functions, including establishment of annual calendar to reflect key activities related to foundation grants management, annual fund appeals, special events, annual report distribution and other related activities.
- Oversight and management of donor data base and creation of necessary reports and related activities. Development of tracking system for contributors and organization specific communication campaigns
- Manage and upkeep of communication and correspondence lists for donors, contributors, and subscribers
- Assist with strategy for and production of Annual Report and timely distribution to donors and key partners
- Create regular board reports for Board meetings and participate in appropriate presentations to Board.
Grants Management

- Management of annual foundation calendar, working with Executive Director and program staff to identify strategic approach to foundation requests, writing foundation grants and reports, tracking appropriate metrics with program team to measure impact, interface with appropriate foundation personnel and coordination and participation in meetings with foundation staff.
- Manage system for documentation of all grants activities.

Annual Fund

- Work with Executive Director to craft strategy for annual solicitation, lead development of annual fund letters and supplemental materials, manage annual mailing process for three annual mail campaigns and follow up acknowledgement letters
- Identify ways to expand annual fund list and donor base via partners and other outreach to interested parties
- Work with Executive Director to identify individuals with potential for increased participation with organization and help craft strategy to elevate giving

Special Events

- Provide assistance to Executive Director and other project staff related to annual benefit planning, logistics and implementation. Work to ensure development goals, strategies and prospects are integrated into funding strategy for and implementation of event.
- Development and implementation of special events for promotion, engagement and fund raising for the organization.
- Identify opportunities to engage funders and prospects in other special activities utilizing Ohio City Farm and other

Reports to: The Executive Director

Compensation: Competitive and relevant to experience of the candidate

Starting Date: March, 2020

Work Scheduling: The Refugee Response seeks the right individual to join our team for this important position and is willing to consider both full and part time applicants for this position which follows the policies identified in the Refugee Response staff handbook. Options for full time work will be considered for the right candidate as well as during the course of the 2020 operational year depending on results and opportunities.

Essential requirements
- A minimum of 3 years of development or similar roles
• Ability to communicate professionally and effectively with a wide range of donors, supporters and community members
• Ability to find and engage with donors and funding opportunities relevant to the strategic direction and priorities of the Refugee Response and community partners
• Understand the necessity for expedient action while maintaining quality
• Have demonstrated experience in project management
• Ability to take initiative and solve problems and complete work relevant to role
• Strong media and communication skills with knowledge of a variety of programs and apps for creating original content
• Ability to conceptualize, plan and implement consistent with values and goals of the organization
• Ability to adjust planning and implementation based upon the needs of others on the team
• Demonstrates the values of mutual respect and service which are at the heart of the Refugee Response.

**Problem Solving and Innovation**
• Anticipate common challenges and prepare strategies for mitigating gaps in implementation
• Promote innovative ideas which enable the organization to more effectively deliver services to clients

**Cross Organizational Collaboration**
• Be an active member of the Refugee Response and actively participate in organizational activities

**Characteristics & Qualifications**
• Represent the values of the Refugee Response while engaging with clients, donors, customers, volunteers and the general public
• Commitment to the mission
• Interest in refugee services
• Ability to see the forest for the trees and has the ability to prioritize responsibilities to ensure the goals of the organization are being met
• Thrives working in an entrepreneurial environment
• Demonstrated planning and organizational skills
• Excellent interpersonal skills and a collaborative work style
• Ability to relate to persons with diverse educational, socioeconomic, and ethnic backgrounds
• Ability to work independently and also as part of a team with a variety of stakeholders.
• Must be able to multi-task and meet deadlines.

To learn more about the work of the Refugee Response please visit our home page at: [www.refugeeresponse.org](http://www.refugeeresponse.org)

*The Refugee Response is an Equal Opportunity Employer. The organization does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, veteran status, sexual orientation or any other characteristic protected by law.*
Applications are now being accepted and reviewed. Please email a current CV, and personal statement to Meghan Gallagher at Meghan@RefugeeResponse.org.