



---

## POSITION DESCRIPTION

### Director of Development

---

#### ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to empower Black families while mobilizing community resources and distributing them to those most in need. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities.

Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this through meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, with the community's trust and track record to carry out the work.

#### POSITION GENERAL OVERVIEW

Reporting to and in partnership with the CEO, the Director of Development gets the opportunity to deeply imbed itself into the mission and goals of Urban Triage.

- Empower Black families while mobilizing community resources and distributing them to those most in need.
- Engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention through education, community support services, and advocacy.
- Promote positive health outcomes and reduce significant health disparities at the community level through meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels.
- Stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources.

In this role you get to spearhead development efforts to support Urban Triage rapid growth. As a new position in the organization, the Director will have the opportunity to build the development function(s).

- Grow a major gifts program including identification, cultivation and solicitation of major donors.
- Develop and execute annual fundraising plan.
- Secure financial support from individuals, foundations and corporations
- Manage the implementation of Keela database and oversee staff responsible for data entry and gift processing.
- Develop and maintain ongoing relationships with major donors.
- Create and execute a strategy for a large, sustained base of annual individual donors
- Oversee organization of special events.
- Develop and track proposals and reports for all foundation and corporate fundraising.

### **SNAP SHOT OF ONGOING RESPONSIBILITIES**

- Developing, implementing and monitoring progress toward short- and long-term fundraising strategy and goals.
- Supervising, setting goals with and for, and reviewing the performance of development and communications department staff.
- Cultivating relationships with current and prospective funders and supporters, especially individual donors.
- Direct the annual fund program, including mailings and annual fundraising drives, capital campaigns, and all fundraising activities (major giving, grants, special events, direct mail appeals, and corporate partnership).
- Working with the Board of Directors, including the Board fundraising committee, in development related projects.
- Establish consistent and effective relationships with prospective donors and supporters.
- Oversee grant seeking including research, proposal writing, and reporting requirements.
- Make public appearances/accept speaking engagements to share information about our work and campaigns.
- Perform other related duties as requested.

### **SKILLS AND QUALIFICATIONS**

- Five-plus years' experience in in development with a history of effectively shifting an organization from a grant-based to private-based donations.
- Demonstrated excellence in organizational, managerial, and communication skills
- Knowledge of, or ability to quickly adopt, typical Donor Relations CRM - we use Keela.
- Knowledge of traditional and digital marketing, content marketing, and social media marketing.
- Experience with research using data analytics software.
- Excellent writing, communication, and presentation skills.

- Positive individual that can maintain solid working relationships with internal and external resources and demonstrate patience, composure and effective adaption to and amidst stressful situations.
- Self-starter that requires little management direction and/or supervision.
- Proficiency in full Microsoft Office suite, especially with Excel and PowerPoint.

### **PREFERRED EXPERIENCE**

- 1 year in development for organizations active in or adjacent to behavioral health work.
- 1 year with community engagement organizations – specifically the Madison, WI community.
- Fast past environment that's forever changing to meet the needs of those most vulnerable.

## ESSENTIAL RESPONSIBILITIES

- Highlighting needs pertaining to capacity development.
- Perceiving which requirements are amenable to facilitation.
- Pinpointing existing programs or formulating bespoke courses for use.
- Selecting accompanying test materials.
- Encouraging respect for ideas voiced during facilitation.
- Steering conversations about the learning material.
- Extracting varied insights from participants.
- Administering and reviewing progress on assessments.
- Tracking and conveying attendees' engagement to applicable figureheads.
- Elicits relevant information through the completion of a homeless outreach needs assessment. (10%)
- Builds relationships with individuals at risk of or experiencing homelessness. (10%)
- Provides advocacy for people experiencing homelessness when they encounter barriers. (15%)
- Provides Crisis Intervention Services to individuals at risk of or experiencing homelessness. (10%)
- Assists in obtaining housing readiness documentation, including identification, social security care, and income verification. (10%)
- Provides support for people as they transition from homelessness to housing as accompaniers, bearing testimony to their experience, empowering their agency, and ensuring the provision of basic material needs as they arise. (10%)
- Establishes and maintains positive, productive working relationships with mental health programs, shelter programs, police and providers of services and resources to participants experiencing homelessness. (10%)
- Applies motivational interviewing and psychological first aid principles to help participants navigate their experience of homelessness. (5%)
- Demonstrates a continued commitment to understanding and implementing harm reduction practices, engaging in real conversations about safety. (5%)
- Interviewing staff and managers to assess training needs
- Organizing in-house and offsite activities, like presentations, job simulations and role-playing exercises
- Interview staff and managers to assess training needs
- Design training curriculum
- Organize in-house and offsite activities, like presentations, job simulations and role-playing exercises
- Manage employees' subscriptions to conferences and e-learning courses
- Order instructional material (e.g. eBooks and manuals)
- Discuss career-pathing opportunities with managers
- Enrich courses with visual aids to engage trainees
- Measure outcomes from trainings
- Research and recommend learning equipment (e.g. platforms and projectors)
- Calculate and report on training costs
- Other related duties.

## **QUALIFICATIONS:**

### Minimum

- High school diploma.
- Completion of a recognized Facilitators program.
- Accredited qualification in a pertinent stream.
- Demonstrable and relevant facilitation experience.
- Capacity to formulate relevant, memorable curriculums.
- Knowledgeable routine assessment and moderation operations.
- Ability to drive critical, student-led dialogs about learning material.
- Excellent verbal and written communication skills.
- Respectful, astute, and accommodating.

**DISCLAIMER:** The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

**COMPLIANCE REQUIREMENT:** This job adheres to the ethical and legal standards and behavioral expectations as set forth in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential customer information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations as well as company policies and training requirements.