



Assistant Manager of Donor Relations & Patient Ambassador Programs

Position Summary

The Assistant Manager will advance the philanthropic mission of Connecticut Children's by leading a robust patient ambassador program and assisting with the stewardship initiatives of Connecticut Children's Foundation. The Assistant Manager will support donor relations through creative, thoughtful and compelling communications, both in written and digital formats.

Job Duties

- Manage and grow an effective Patient Ambassador program to support the marketing and communications needs of the Foundation for the purpose of inspiring donors to support Connecticut Children's through philanthropy.
 - Assess effectiveness of and retain current patient ambassadors/families.
 - Identify, thoroughly vet and recruit new patient ambassadors/families.
 - Establish a secure, shared and effective system to track current and former patient ambassadors.
 - Create and implement internal standards for the fair and effective deployment of patient ambassadors for external marketing/event support activities.
 - Develop materials and provide training to aid patient ambassador families in the knowledgeable execution of their volunteer roles.
 - Serve as liaison to the wider Medical Center community for patient ambassadors/families engagement with the Foundation.
 - Receive, assess and coordinate all Foundation requests for patient ambassador appearances in connection with fundraising events.
- Manage the Foundation's Mini Internship program and develop other high-impact donor engagement initiatives.
- Assist with donor acknowledgement using timely, effective, appropriate and consistent methods.
- Assist with donor recognition events, endowed position installations and naming dedications.
- Perform other duties as requested.

Supervisory Duties (if applicable)

- No formal supervisory duties currently exist, however, the Assistant Director may have the opportunity to supervise college-level interns at various times of the year.

Minimum Education and Experience Required

- Bachelor's Degree Required and minimum three years' experience in donor relations, development, stewardship, advancement services or related field.
- Previous experience interacting with donors required.

Knowledge, Skills, and Abilities

Knowledge of:

- Microsoft Office, especially Word, Excel and Publisher.
- Adobe Acrobat DC pro
- Publicly licensed video creation software (i.e. Canva, Filmora, iMovie)
- Salesforce or similar CMS.

Skilled at:

- Clear and compelling, donor-centric writing, for both business communications and stewardship/impact reports.
- Using shared resources and technology to plan, organize and execute complex events and activities.
- Building and sustaining positive relationships with patient families for the purpose of activating them in support of fundraising and stewardship activities.

Ability to:

- Manage multiple, complex project simultaneously.
- Communicate, verbally and in writing, in a clear, professional and appropriate manner with clinical staff, colleagues, donors, parents and patients.
- Think creatively and execute projects to surprise and delight donors.

To apply please email a resume and cover letter to Meghan Rosin at MRosin@connecticutchildrens.org.