

SENIOR DONOR EXPERIENCE OFFICER (18-MONTH MATERNITY LEAVE CONTRACT)

THE OPPORTUNITY

The Senior Donor Experience Officer plays a critical role in delivering high quality, scalable stewardship and donor engagement across annual giving, community events and third-party initiatives, corporate partnerships, signature events as well as endowments and donor funded awards. This role is responsible for managing donor journeys, coordinating recognition and reporting, supporting fund management activities and ensuring donors receive timely, meaningful and consistent donor experiences.

Reporting to the Director, Donor Experience the Senior Donor Experience Officer, will also play a key role in executing signature donor stewardship events, cultivation events, and in-hospital stewardship activities such as cheque presentations and tours.

This role is ideal for someone who enjoys driving a diverse portfolio balancing individualized donor preferences with scalable stewardship and engagement approaches. Through thoughtful execution, strong relationship management, and a systems-oriented mindset, this role helps ensure continuity, quality, and momentum across the Foundation's donor experience and stewardship efforts.

ABOUT US

North York General Foundation (NYGF) raises and stewards philanthropic support that enables North York General (NYG) to be Here for Life for its growing and diverse community. Exceptional care at every stage of life requires exceptional support, and NYGF is proud to partner with donors who recognize the vital role NYG plays in caring for people through life's defining moments.

NYG is entering one of the most ambitious and exciting periods in its history. Recognized by Newsweek as Canada's #1 community hospital for seven consecutive years, the hospital serves nearly 500,000 people in one of Toronto's fastest growing and most diverse regions. As the community ages, grows, and evolves, so too must NYG's care environments and models of service, making philanthropic investment more urgent than ever.

The Foundation supports both the hospital's most pressing priorities, including modernized facilities, leading-edge equipment, and innovative technology, as well as longer-term investments that will transform how care is delivered across the lifespan. These investments strengthen access, equity, and patient experience today, while creating models of care that can be scaled beyond our community.

Across seven sites, NYG delivers a full spectrum of acute, ambulatory, and long-term care services. The hospital is home to one of the busiest single-site birthing centres in Ontario, one of the largest family medicine departments in Canada, and one of Ontario's busiest Emergency Departments with among the shortest wait times. NYG is nationally recognized for its accredited breast cancer program, is building one of the largest long-term care centres in the province and is a leader in mental health care for youth, adults, and seniors across four sites.

KEY RESPONSIBILITIES

ACKNOWLEDGEMENT & STEWARDSHIP

- Support the development, implementation and ongoing management of Donor Journeys - including stewardship updates, touchpoints and engagement activities - across multiple segments including mid-level, monthly, first-time, community events & third-party initiatives, and signature events
- Oversee donor acknowledgement processes, including timely gift acknowledgments, thank you letter templates, consolidated tax receipts, and holiday and milestone communications
- Execute stewardship fulfilment for donor-funded endowments and awards, including coordination of annual reports and events in alignment with gift agreements and donor preferences
- Coordinate donor-funded endowment and award activity and inquiries, liaise with hospital teams to ensure grant requests align with donor intent, gather financial and impact updates to enable accurate reporting
- Proactively build and maintain relationships with vendors, donors, volunteers, and hospital representatives to support stewardship, reporting, and recognition commitments

CULTIVATION & STEWARDSHIP EVENTS

- Lead the logistical execution of signature donor experience events including briefing notes, guest list coordination, invitation management, event run-of-show, staffing plans, catering, and on-site execution
- Lead the execution of on-site stewardship activities for the annual giving and corporate and community events portfolios including cheque presentations, tours and other engagement opportunities

PROCESS IMPROVEMENT, DATA & INSIGHTS

- Collaborate with the Business Intelligence team to extract, review, and prepare donor data from Raiser's Edge NXT to support stewardship communications, reporting, and donor engagement activities
- Ensure donor interactions, stewardship activities, and event participation are accurately documented in NXT
- Contribute to the ongoing refinement and use of standardized stewardship templates, workflows, and timelines to support consistency and scalability
- Contribute to donor experience and stewardship strategy by coordinating the collection and use of donor feedback, survey insights and digital engagement metrics to inform communications and engagement approaches
- Identify opportunities to improve stewardship processes and donor experience delivery by actively researching and bringing forward best practices, insights, and recommendations to enhance donor stewardship and engagement initiatives

QUALIFICATIONS & COMPETENCIES

- Minimum 5+ years of progressive donor relations and stewardship experience, preferably in a health care, education or complex non-profit environment
- Proven ability to plan, manage, and execute donor-facing experiences and events, including both intimate on-site engagements (e.g., tours) and large-scale stewardship or recognition events
- Demonstrated ability to work effectively with donors, physicians, clinical leaders, volunteers, and internal partners, exercising sound judgment, diplomacy, and professionalism
- Strong project management and organizational skills, with the ability to coordinate multiple priorities, stakeholders, and timelines in a fast-paced environment; experience with project management software (e.g. Monday.com or similar) considered an asset
- Excellent written and verbal communication skills, with the ability to tailor messaging for different donor audiences and engagement contexts
- Strong working knowledge of Raiser's Edge (or comparable CRM), with the ability to accurately document donor interactions, stewardship activity, and event participation
- Highly developed time management skills, with the ability to adapt to shifting priorities, manage competing deadlines, and respond thoughtfully to donor and internal requests
- Collaborative, solutions-oriented team member with a strong donor-centred mindset, attention to detail, and follow-through

Salary Range: \$80,000 - \$90,000.

FOR MORE INFORMATION

All inquiries and applications will be held in strict confidence. Interested candidates should send their resume and letter of interest to foundationcareers@nygh.on.ca no later than Friday, March 6, 2026.

Foundation staff enjoy the flexibility of a hybrid work model, with an expectation to be in the Foundation office located at 4001 Leslie St. at least 2 days per week.

At NYGF, we are committed to fostering an inclusive and accessible environment. We are dedicated to building a workforce that reflects the diversity of the community in which we live, including those with disabilities. NYGF is committed to providing accommodation in all parts of the hiring process. If you require accommodation, we will work with you to meet your needs.