



RAVENSWOOD FAMILY HEALTH CENTER
South County Community Health Center Inc.
Position Description

POSITION TITLE: Development Assistant
FSLA STATUS: Non-Exempt
REPORTS TO: Director of Development, Planning & Evaluation

POSITION SUMMARY:

Under the general direction of the Director of Development, Planning & Evaluation, the Development Assistant (DA) is responsible for providing assistance and support to Ravenswood Family Health Center (RFHC) in the following areas: grants and reporting; fundraising campaigns and events; branding, marketing and communications; and relationship management and customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Grants & Reporting

- Conduct regular grant research
- Assist with creating calendar reminders for grant and report deadlines as needed
- Conduct research around population health data for grants and reports
- Gather information and data as well as draft brief language for grant and report deadlines
- Assist in packaging and preparing materials for grant proposals and reports as needed

Fundraising & Donor Cultivation – Fundraising Campaigns & Events

- Assist with fundraising campaigns and events
- Help with the planning and implementation of fundraising campaigns including mail, online appeals, and marketing collateral
- Provide support with planning, organizing, coordinating, implementing, and analyzing fundraising and donor events including obtaining sponsorships, working with vendors, recruiting staff volunteers, organizing event logistics, tracking and recording donations, etc.

Branding, Marketing & Communications

- Assist with the development and distribution of publications and materials such as annual reports, print newsletters, press releases, brochures, marketing collateral, presentations, and handouts for a broad range of internal (staff, board members, etc.) and external (funders, donors, patients, news media, public officials, etc.) audiences
- Support the CEO, Development Director, Development staff, and other RFHC staff to produce written and multi-media stories and articles for offline (TV, radio, print) and online (website, email, social media) channels
- Assist in maintaining communication and marketing assets (logos, photographs, brochures, presentations, videos, etc.) in an organized and updated fashion

Relationship Management & Customer Service

- Help provide responsive, professional customer service to:
 - members of the press (news publications, TV, radio, etc.), including facilitating to satisfy inquiries and scheduling interviews
 - public officials, funders, and partner organizations, including facilitating to satisfy inquiries and scheduling meetings
- Help schedule and organize meetings between RFHC staff and partner agencies, funders, donors, public officials, etc.
- Provide timely acknowledgement to donors and funders

QUALIFICATIONS:

The ideal candidate will have the following qualifications:

- Experience working in Development
- Bachelor's degree
- Strong organizational skills and attention to details a must
- Ability to prioritize work, juggle multiple projects and meet key deadlines
- Ability to maintain positive attitude during stressful times

- Strong interpersonal skills with professional demeanor
- Ability to effectively work independently and with a team
- A commitment to continuous improvement and ongoing learning
- Demonstrated experience working in a multi-cultural, multi-language environment

LANGUAGE and CULTURAL SKILLS

Ability to read, analyze, and interpret common fundraising and donor cultivation, branding, marketing and communications materials; and grants and reporting documents. Ability to respond effectively verbally and in writing to donors, agencies, or members of the community.

OTHER SKILLS AND ABILITIES

- Excellent written and verbal communication skills including compiling and writing meaningful reports.
- Flexible, creative, well organized with ability to multi-task.
- Computer literate in PC skills and Microsoft Office (Word, Excel and PowerPoint with ability to use work processing, electronic spreadsheet, and other database programs to support data collection and reporting.
- Ability to use, or to learn to use, Photoshop and LightRoom recommended.
- Willingness and ability to accept responsibility, make sound judgments, know professional boundaries of skill, deal with diverse groups, a variety of personalities, and work as a collaborative team member.
- Ability to communicate effectively, build effective working relationships and work directly with physicians, staff, managers, department heads, donors, board members, community organizations and community members.
- Commitment to the goals and philosophy of RFHC.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly required to stand, sit, walk and occasionally drive. The employee frequently is required to use hands and fingers to operate a computer keyboard, mouse and telephone keyboard, and talk or hear. The employee must occasionally bend, lift and/or move up to 10 pounds. Specific vision abilities required by this job include, vision to walk, close vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those the employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

1. Work is generally performed in an administrative setting in an urban environment.
2. Occasional exposure to communicable disease or other conditions in a clinic setting when necessary to go there.
3. Busy and fast paced.
4. The noise level in the work environment is usually low.
5. Temperature conditions vary throughout the modular building from 66-78 degrees Fahrenheit.
6. Travel as required or requested to accomplish program objectives on occasion.

JOB DESCRIPTION REVISIONS

This is not necessarily an exhaustive list of all responsibilities, skill, duties, requirements, efforts or working conditions associated with this job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. This job description replaces all previous job descriptions for this position.

ACKNOWLEDGMENT OF POSITION DESCRIPTION

I have received this Job Description for Development Assistant. I understand and agree to perform my job duties as defined to the best of my ability in support of the RFHC Mission *“To improve the health of the community by providing culturally sensitive, integrated primary and preventative health care to all, regardless of ability to pay or immigration status, and collaborating with community partners to address the social determinants of health”*; and Cardinal Tenets: ACCESS to Care, Striving for EXCELLENCE- both personally and professionally, COLLABORATION within the organization and with other organizations, and FINANCIAL SUSTAINABILITY, for today and the future.

Employee

Date