

Job Title: Chief Development Officer (COO)

Reports To: Chief Executive Officer

About CLARE|MATRIX: CLARE|MATRIX is a nonprofit organization providing effective and compassionate treatment, recovery, and prevention services for alcoholism and substance abuse to individuals, families, and the community.

Since 1970 CLARE|MATRIX has provided quality substance abuse and mental health treatment to men, women, and children in southern California.

Through programs run by a compassionate, committed, results-oriented team of counselors, therapists, and administrators, CLARE|MATRIX continues to build its reputation as a leader in Evidence-Based Treatment practices and continues to break new ground in the areas of positive outcomes, outreach, research, and community involvement.

Headquartered in Santa Monica, CA, CLARE|MATRIX maintains 18 facilities in the Southern California region; providing services to participants in a manner consistent with its Core Values: Compassion, Teamwork, Integrity, Empowerment and Adaptability.

Summary:

CLARE Foundation seeks an experienced and entrepreneurial development leader with a commitment to the mission, vision and values of CLARE. The right candidate will be energized by the challenge of building out a major gifts-oriented, sophisticated, innovative, highly effective, and entrepreneurial development program prioritizing to meet current need while planning for the future.

The CDO leads CLARE's fundraising programs to secure the resources needed to sustain and grow its work throughout Los Angeles County. The Director works closely and collaboratively with the CEO and members of the Executive team to increase donor involvement and their subsequent investment. The Director must be focused, strategic, energetic, and possess a dynamic leadership style to inspire and motivate volunteers, donors and staff. S/he must be able to challenge assumptions and generate new avenues of thinking; able to identify and effectively steward major individual, corporate and foundation prospects; flourish as a solicitor and solicitation mentor; work well independently and collaboratively; have a high level of visual, verbal and written communication knowledge and skills, and support fellow team members in fulfilling the department's overall goals. In addition, the CDO must be an effective communicator of CLARE's work and mission.

The CDO supervises a staff in the area of major/planned gifts, annual giving, events, marketing and communication, general department administration/gift entry and grant writing. S/he also works closely and collaboratively with CLARE's communications team to design and deliver

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integrated agency efforts, with a focus on attracting donors, community supporters and participants.

Major Areas of Responsibility:

- Provides leadership and oversight of all resource development strategies and activities.
- Includes creating, planning and managing successful initiatives in areas including major gifts, planned giving, grants, annual giving, special events, communications, and stewardship.
- Works with board, professional staff and program staff to lead and direct significant major gift fundraising to secure philanthropic support for capital, endowment and other campaigns as well as special projects and initiatives outside of but carefully aligned with the CLARE|MATRIX annual operations.
- Works with the senior management team (chief executive officer, chief finance officer, chief operations officer, chief clinical officer, and chief human resources officer), the development team and the board to lead multi-million dollar, multi-year resource development strategies and monitor progress against goals.

In addition to the above, the CDO will carry out all executive duties and responsibilities listed below.

Essential Duties and Responsibilities:

- Provide leadership and direction to the chief executive officer, board and resource development team in the effective execution of all development activities
- Provide leadership and guidance for campaign operational strategy, management and processes, including timelines, objectives and metrics
- Manage a portfolio of donors and prospects that requires a systematic approach of personal visits and outreach
- Build the skills, knowledge, and abilities of the resource development team in areas including annual giving, major gifts, events, donor relations, community partnerships, grants, communications and stewardship
- Oversee the development of and develop, edit and/or review written proposals, letters and other communications for individuals, corporations, foundations and grantors
- Provide consistent follow-up after meetings, events and other activities to secure commitments or move relationships forward
- Coordinate and oversee a stewardship program in collaboration with the resource development team
- Demonstrate a passion for the importance and urgency of furthering C|M's mission
- Identify, recruit and train board members and other volunteers to participate in solicitations and other resource development activities
- Provide staff support to board, special projects, rural advisory boards and campaign committees as assigned

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- Participate in the development, implementation and monitoring of C|M's annual operating budget, as well as campaign budgets, goals and timelines
- Maintain donor and financial records in accordance with general accounting and fundraising standards
- Increase visibility of C|M development activities, maintain good public relations and ensure design and development of marketing activities
- Attend all board meetings and other meetings as requested by the chief executive officer
- Exhibit strong communication, presentation and listening skills to ensure agency-wide integration, collaboration and coordination, especially as it pertains to staff and the community.
- Encourage and support capital giving opportunities. Provide overall oversight, in coordination with the CEO and Campaign Chair(s.)
- Build, maintain and adhere to a detailed calendar of deadlines and reporting requirements.
- Establish productive and synergistic relationships with colleagues.
- Engage program and finance staff and oversee staff to assure accountability for funded programs as well as accuracy and timeliness of reporting.
- Oversee staff in the area of donor data record-keeping and tracking systems to ensure institutional support, including donor contact information and gift records, research, activities and donor communications.
- Oversee the design and implementation of C|M's annual dinner and other special fundraising events.
- Oversee the design and implementation of social media and digital marketing, through supervision of the Marketing and Communications department.
- At all times demonstrates cooperative behavior with supervisors, subordinates, colleagues, clients and the community.
- Works extremely well under pressure; meeting multiple and often competing deadlines.

Required Knowledge, Skills, Abilities and Other Characteristics

Knowledge Of:

- Understanding of business functions such as HR, Finance, marketing etc.
- Demonstrable competency in strategic planning and business development
- Experience in fundraising will be a plus
- Working knowledge of data analysis and performance/operation metrics
- Working knowledge of IT/Business infrastructure and MS Office
- Outstanding organizational and leadership abilities
- Excellent interpersonal and public speaking skills
- Aptitude in decision-making and problem-solving State of California and contracting agencies contract/grant budgeting/reporting procedures and requirements.
- Current Health Care sector environment and trends.

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Ability To:

- Serve as the coordinator of all operational components between me and the rest of the executive team-meaning they are integrated into all aspects of the business and troubleshoot prior to and in conjunction with the CEO. They don't supervise the rest of the executive team.
- Workflows connecting clinical and finance (Denials, authorizations, etc.)
- Workflows and support of Finance
- Census management and maximizing contract performance
- Licensing and Compliance
- Facilities and IT supervision
- New program implementation (From a logistics perspective)
- Understanding Insurance billing is a plus

Education and Experience:

- Undergraduate degree from an accredited college or university; with Master's degree preferred.
- 10+ years of senior management experience with organizations with operations in excess of \$15 million per year and over 100 employees in the health care sector, preferably with a non-profit agency.
- *Development/Fundraising:* Successful track record (Minimum 6 years) of direct experience in supervising a successful, aspirational and cost-effective development department. Understanding of concepts and success in building strong giving programs is essential. Skilled in building, maintaining and increasing supportive donor and volunteer committee relationships. Experience with major gifts, grants management, event planning and execution, building segmented annual giving programs for increased revenue and public awareness, and with corporate gifts program.
- *Project Leadership:* Experience in planning, leading, and managing development teams, including coordinating with staff and key stakeholders to achieve desired outcomes, and tracking and reporting on progress to executive leadership. Strong supervisory and mentoring skills.
- *Entrepreneurial Spirit:* Takes initiative and actively seeks to deepen current donor relationships and to forge new ones. Strategic and creative thinker with an entrepreneurial fundraising style.
- *Writing and Speaking:* Skilled in oral and written communications. Ability to convey complex ideas through brief, simple and persuasive concepts and language. Experience and credibility when presenting reports and materials to external audiences.
- *Influencing:* Gets others to accept ideas by using healthy promotion, creates a win-win situation and responds appropriately to key stakeholders.
- *Collaboration:* Effective at working with others to reach common goals and objectives.
- *Relationship Building:* Skilled at establishing and cultivating strong relationships with peers, across different levels of the organization, with the Board of Directors and

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externally. Ability to interact with diplomacy and tact amid influential prospects and diverse groups.

Other:

- Must be: Results-oriented, strategic thinker and planner; highly ethical with a high level of integrity; self-motivated; dependable and reliable; detailed oriented; able to interface easily with staff, other senior management personnel and funding sources.
- Experience with a Raisers Edge fundraising software and social media preferred.
- Ability to work as a leader and as part of a team, and willingness to work a flexible schedule with minimum supervision is also required.
- Occasional participation in evening and weekend events is expected.
Valid California Driver's license and reliable transportation.

Physical Demands:

While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close vision.

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the job.

Work Environment:

This job will be primarily located at the CLARE | MATRIX offices in Santa Monica, CA. While performing the responsibilities of the job, these work environment characteristics are representative of the environment the job holder will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

Conclusion:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed by job holders within this job. But, this job description is not intended to be an exhaustive list of qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

By my signature, I acknowledge that I have received and reviewed a copy of this job description:

Employee Printed Name and Signature

Date