



Children's Aid Foundation of Canada Position Description

Position Title	Database Manager	Type	Maternity Leave coverage, 14 month contract
Department	Finance and Administration	Salary	\$60,000 - \$70,000
Reports to	Director, Finance and Database	Updated	October 2023

About Children's Aid Foundation of Canada

Children's Aid Foundation of Canada is our country's leading charity dedicated to improving the lives of children and youth growing up in the child welfare system. We raise and grant funds and deliver a wide range of high-impact programs and services in partnership with child- and youth-serving agencies across the country.

Our vision is to create a world where the children and youth we serve have the strength and resilience to forge a bright and positive future. Join us and together we will help empower children, youth and families involved with the child welfare system go from surviving to thriving.

The Foundation is a dynamic and growing organization committed to delivering excellence and maximizing the social value of donations and volunteer contributions to child welfare in Canada. Last year we raised over \$17.5M supporting 19,568 children, youth and families across Canada.

You picked an incredible moment to join Children's Aid Foundation of Canada! We are leading a bold and ambitious transformational strategy that will drive growth and awareness and ultimately lead to increased funds to better serve our three priority areas:

- 1) children and families at risk,
- 2) children and youth living in government care, and
- 3) youth transitioning out of care.

Purpose of the Position

The Database Manager is a member of the Finance database services team and has lead responsibility to manage all aspects of Children's Aid Foundation of Canada databases, including but not limited to, Raiser's Edge and Blackbaud GrantMaking (BBGM). The Database Manager is responsible for all fundraising database activities working in collaboration with the Development team; and works in collaboration with staff across the organization to manage and oversee the customer relationship management (CRM) administration database, ensuring data integrity and quality while providing business analysis, fundraising analytics, reporting, and data integration across the organization. The Database Manager will also lead the grants management database activities, working in collaboration with the Grants and Programs team, ensuring transparency and accuracy of data and procedures between Financial Edge, Raiser's Edge and BBGM as well as actively manage the vendor relationship with Blackbaud.

The Database Manager is a team-oriented problem solver who is detail-oriented, a systematic thinker who enjoys working with data, and is committed to data quality.

Responsibilities

The position is responsible for all database activities including, but not limited to:

- Reporting to the Director, Finance and Database, and working with the Chief Development Officer, Senior Manager, Marketing and Digital, and Director of Grants and Programs to ensure all Foundation databases are working efficiently and meeting the needs Foundation Staff
- Approximate allocation of time: 45% RE – development team support, 30% RE – developing & maintaining database (coding, donor profiles, etc), ensuring consistency throughout the database, 25% Grantmaking
- Lead and manage the data integrity, data analytics, functionality of and reporting from the Raiser's Edge NXT database, the Foundation's main information source of donor/prospect activity and oversight on gift acknowledgements and receipting, providing expertise and implement tactics to optimize the database for grant and sponsorship fulfillment, moves management and prospecting
- Supervise the Finance Officer, Database. Ensure the position's reporting and gift entry responsibilities are managed with accuracy. Coach, train and supervise to encourage success in the position.
- Perform routine database maintenance and other quality control procedures
- Working with the Finance Officer, Database on the day-to-day operation of the Raiser's Edge Database including but not limited to: setting up new users; training new users; creating funds, actions, events, campaigns, etc.; running global changes, appeal additions, and coding queries to keep records up-to-date
- Lead database clean-up and maintenance, including the elimination of duplicate accounts, a new donor coding system, and establishment of new donor records. Research best practices for data integrity practices and proactively communicate to staff opportunities to enhance our donor record information
- Document and maintain data standards and data-related business rules, procedural documents pertaining to the use of Raiser's Edge
- Prospect and donor data entry oversight to include solicitor and rating entry and coding
- Responsible for the completion of complex data requests in Raiser's Edge using query and export tools
- Track and analyze prospect and donor fundraising efforts for all fundraisers, including stewardship opportunities
- Lead the data management of the online fundraising database (Engaging Networks) and its integration with RE
- Lead the development of coding structure, policies, operations and procedures manuals
- Ongoing evaluation of tools and software, lead discovery and implementation of new tools to optimize productivity
- Conduct in-depth data analysis to identify trends, patterns, and insights that can inform strategic decisions.
- Create and maintain user-friendly reports and dashboards using Raiser's Edge NXT, excel and Power BI to facilitate data-driven decision-making.
- Organize and participate in training sessions to enhance team members' data-related skills and knowledge.
- Foster a culture of data proficiency within the team by providing guidance and mentorship.
- Liaison to the IT Department on Foundation needs and projects

Competencies and Skills

- Advanced data entry, maintenance and analysis, and database administration skills, including high volumes of global changes, importing, mail segmenting
- Ability to analyze data, sound judgment, problem-solving skills
- Proven ability to understand data and provide meaningful reporting
- Excellent organization, planning and administrative skills
- Excellent communications skills, both oral and written, including business report writing
- Advanced skills in MS-Word, MS-Excel and MS-PowerPoint, email, calendar, and web browsers

- Advanced exporting skills with multi-criteria queries
- Experience in the not-for-profit space with a focus on data administration 1 to 3 years Raiser's Edge NXT (database and web view) (bCRE-Pro Blackbaud Certification)
- Proficiency in Power BI, with a working knowledge of Microsoft Power Platform
- Familiarity with import tools (JMG Software) an asset
- Experience with an online fundraising interface (Engaging Networks) an asset
- Friendly demeanor, strong listening skills and the ability to interpret and respond to the concerns and interests of donors and colleagues
- Results-oriented and able to prioritize workload and meet deadlines
- Meticulous attention to detail
- Demonstrated initiative, strategic thinking and problem solving
- Sound judgment and integrity; tact and diplomacy
- Ability to work independently and as part of a team, and in complex stakeholder environments
- Ability to exercise decisiveness and good judgment in situations requiring the evaluation of information to reach creative solutions.
- Bilingual in both official languages is an asset

Qualifications

- College Diploma or University Degree
- Minimum 3 years related database experience with a minimum of two years with full responsibility for Raiser's Edge NXT in a not-for-profit organization.
- bCRE-Pro Blackbaud Certification in Raiser's Edge.
- Preferred: Proficiency in Power BI.

Hours of work

- Regular office hours: 9:00 am to 5:00 pm
- Occasional evenings and weekends during busy periods
- Vacation restrictions during busy periods

CAFC provides equal employment opportunities to employees regardless of their gender, race, religion, age, disability, sexual orientation or marital status. We welcome and strongly encourage applications from equity seeking groups, including members of communities that are overrepresented in the child welfare system. We offer a family-friendly environment that allows for flexible work arrangements in order to support staff diversity and ensure a healthy work-life balance.

We offer a comprehensive benefits (including medical, dental, life and disability) package, Employee Assistance Program and a competitive salary.

CAFC staff are currently working in a hybrid work model, working remotely and in the downtown Toronto office 1-2 days per week.

We acknowledge that the Foundation's main office is located in Toronto, which is the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis. The area now known as Toronto is covered by Treaty 13. Children's Aid Foundation of Canada is committed to supporting meaningful reconciliation between Indigenous peoples and others in these lands and across Canada.

To Apply:

If you would like to apply for this role, please send a cover letter and a current resume listing your qualifications and experience to enza@cafdn.org no later than November 6, 2023. Please quote "DB-Manager 2023" in the subject line of your e-mail.

We thank all candidates for their interest in the work of Children's Aid Foundation of Canada, but only candidates selected for an interview will be contacted. **No telephone inquiries please.**