

PHILLY HOUSE

DIRECTOR OF DONOR EXPERIENCE



ABOUT PHILLY HOUSE

For over 140 years, Philly House has been a physical and spiritual sanctuary, empowering those in need of food, shelter, and hope in Philadelphia. They open their doors daily to walk alongside the homeless, hungry, and hurting of Philadelphia so that they may experience the love of God through acts of mercy, dignity, and respect. By combining twenty-first-century best practices with Christian compassion, Philly House empowers everyone they serve through trauma-informed care – a model emphasizing more holistic, relational, long-term solutions.

Philly House is a living legacy of John Wanamaker and has served the homeless, hungry, and hurting since 1878 to work to activate others' God-given potential. Formerly Sunday Breakfast Rescue Mission, the ministry started as an outreach to serve breakfast to homeless men on Sunday mornings and has grown to become Philadelphia's only provider of three meals a day, 365 days a year, serving more than 10,000 meals each month to anyone who walks in the doors. Today, Philly House is the city's largest and longest-running shelter, providing a safe, clean refuge off the streets along with deep, intentional engagement to see a long-term impact.

VISION

THE WORLD WE WANT TO SEE

“That the homeless, hungry, and hurting in Philadelphia will achieve stability and self-sufficiency through a holistic transformation while experiencing the unconditional love of God.”

MISSION

“We open our doors every day with a welcoming spirit of Christian compassion, walking alongside the homeless, hungry, and hurting of Philadelphia so that they may experience the love of God through acts of mercy, dignity, and respect. More than just a safe space, warm bed, and a hot meal, we empower everyone we serve through deep, intentional engagement with compassionate programs and trauma-informed care—activating their God-given potential for life transformation.”



VALUES

Dignity

Hope

Compassion

Belonging

Excellence

HOPE LIVES HERE



“QUICK-FIX CHARITY IS NEVER THE ULTIMATE SOLUTION. I DON'T NEED A HAND OUT. AT PHILLY HOUSE, I FIND REST FOR MY SOUL.”

- ANTONIO



2022 HOMELESS SERVICE STATS

1,949

total unique men sheltered - 32% of Philly's total homeless male population

62%

of men that **Philly House** successfully sheltered and stabilized

3,443

total **spiritual care** interactions

143

received a **Bible** - first in his lifetime



“AND WE URGE YOU, BROTHERS...ADMONISH THE IDLE, ENCOURAGE THE FAINTHEARTED, HELP THE WEAK, AND BE PATIENT WITH THEM ALL.”

- 1 THESSALONIANS 5:14



THE OPPORTUNITY

The Director of Donor Experience will be a key Philly House leadership team member, reporting directly to the President/CEO. S/He will implement Philly House's vision and mission of "activating the God-given potential for ALL who walk through our doors," especially for donors. Under the leadership of the President/CEO, the Director of Donor Experience will lead donors toward a deeper understanding of the homeless needs in Philadelphia and challenge them to prayerfully respond to those needs through the work of the ministry.

This leader will be a committed follower of Jesus Christ and adhere to Philly House's [Statement of Faith](#) and [Core Values](#). The position requires ability and experience in Christian leadership, fund development, and direct work in a nonprofit. The primary responsibilities include implementing the annual development plan, including but not limited to direct mail campaigns, Major Donor solicitation and cultivation, grant management, annual giving, sponsorships, special events, online giving, and donor database management. The Director of Donor Experience is also responsible for developing and implementing Philly House's marketing and communications plan, which utilizes multiple third-party vendors and partners.

RESPONSIBILITIES

Resource Development (80%):

- Direct and facilitate a world-class experience for our prospective and active donors through on-site tours, in-person meetings with the CEO, and other face-to-face encounters to promote donors' firsthand interactions and engagement with Philly House.
- Assist the CEO, Board of Directors, volunteers, and staff in identifying, cultivating, and soliciting donations from all sources within its community (e.g., individuals, community groups, foundations, businesses, corporations, and congregations).

- Assist the CEO in developing/enhancing and implementing a comprehensive annual development plan with appropriate strategies for donors and prospects in each constituent group.
- Execute donor management strategy to ensure donors are given the appropriate amount of attention and communication each year: creating and managing stewardship activities and donor recognition programs.
- Oversee and produce monthly reporting to accurately measure progress toward achievement of goals.
- Work with the President/CEO (and Major Gifts Officer, if available) to fulfill major donor development and cultivation strategies, leading to a more sustainable and diverse funding base.
- Ensure appropriate stewardship of existing and new donors at all giving levels.
- Oversee special events and create opportunities for special event attendees to deepen their donor experience.
- Research foundation and corporate prospects and create grant requests prepared and submitted in a timely fashion, as noted in the development plan.
- Ensure the donor database is kept current and accurate and encourage the addition of new prospect names through board member contacts and other means.
- Represent Philly House in various community settings, including speaking engagements directly related to resource development to spread the word about its mission and ministry.
- Support the CEO as he supervises the volunteer program for donor development and ensures that volunteers are engaged in all aspects of the mission.
- Assist in solicitation of building material donations and in-kind services for use by the Philly House's facilities and program.

Communications, Marketing, Public Relations – concert with CEO (20%):

- Supervise the annual communications and marketing plan, including all Mission-related communication approaches.
- Manage the production of communication and marketing materials - including, but not limited to, brochures, billboards, invitations, programs, public service announcements, press releases, and email communications.
- Oversee all website and social media updates and communications.

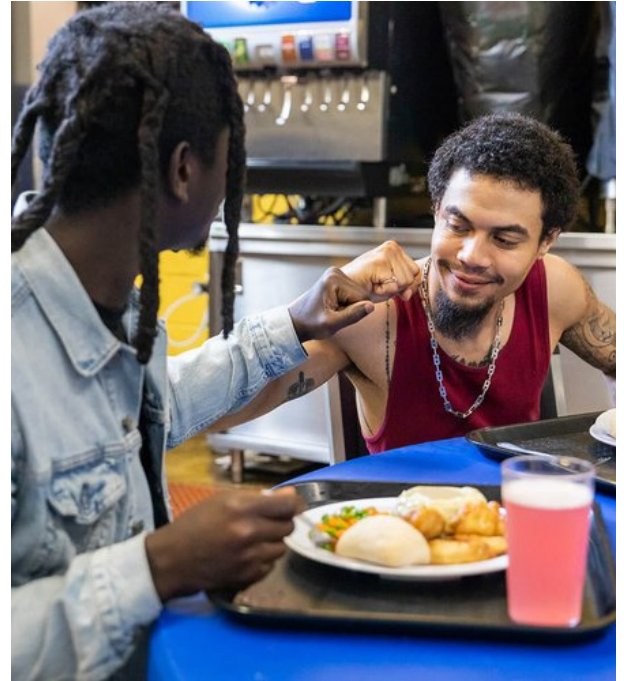


QUALIFICATIONS

- Proven track record of success in philanthropy, fundraising, and/or corporate sales and marketing.
- Knowledge of the best practices in marketing and communications.
- Goal-driven, results-oriented, and committed to the organization's mission.
- Expertise in planning, organizing, and implementing multiple tasks simultaneously; experience in public speaking; ability to work with minimal supervision; excellent verbal and interpersonal skills; detail-oriented.
- Ability to function well as part of the management team.
- Must demonstrate a friendly, professional demeanor and maintain composure under pressure.
- Must be a good listener and be able to engage in well-considered discussions.
- Must possess the ability to influence.

REQUIREMENTS

- Bachelor's degree with 5-8 years of progressively responsible and successful experience in fundraising or equivalent required.
- Must understand the mission, vision, and values of Philly House and be able to communicate this information to diverse groups of potential donors and volunteers.
- Must be able to develop and implement strategies to achieve fundraising goals.
- Must be able to work with and secure gifts with major donors.
- Strong donor database management skills and experience using Raiser's Edge (and/or its equivalent) are required.
- Tech-savvy computer skills: proficiency in Microsoft Office software required; familiarity with Adobe Creative Suite preferred.
- Adherence to the Employee Policy Manual.
- A public Christian witness and regular church attendance to maintain your relationship with our Lord, Jesus Christ.
- Personal qualities of maturity, humility, strong work ethic, and a roll-up-my-sleeves attitude.
- Demonstrated experience and sensitivity to cultural, ethnic, and social backgrounds, values, and attitudes.
- Strong writing, proofreading verbal, interpersonal, and group communication skills.
- Exceptional administrative, organizational, and time management skills.
- Possess tact, diplomacy, and flexibility in person and on the phone.
- Good listening skills and the ability and desire to engage in well-considered discussions are required.





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