

# APLA Health

---

APLA Health provides quality healthcare, life-saving services, camaraderie, compassion, and comfort to all who come through our doors. Our dedicated team of healthcare professionals is committed to providing personalized and compassionate free and low-cost medical services, tailored specifically to meet the unique needs of each individual we serve. APLA Health serves as a medical home providing an array of integrated healthcare services through 71,000+ billable patient visits and nearly 10,000 enabling services visits each year. Services provided include: medical, dental, behavioral health and HIV care; pharmacy; PrEP counseling and management; health education and HIV prevention; and STD screening and treatment. For people living with HIV, APLA Health offers housing support; benefits counseling; home healthcare; and the Vance North Necessities of Life Program food pantries; among several other critical support services.

---

***We offer great benefits, competitive pay, and great working environment!***

*We offer:*

- *Medical Insurance*
- *Dental Insurance (no cost for employee)*
- *Vision Insurance (no cost for employee)*
- *Long Term Disability*
- *Group Term Life and AD&D Insurance*
- *Employee Assistance Program*
- *Flexible Spending Accounts*
- *11 Paid Holidays*
- *4 Personal Days*
- *10 Vacation Days*
- *12 Sick Days*
- *Metro reimbursement or free parking*
- *Employer Matched (6%) 403b Retirement Plan*

***This is a great opportunity to make a difference!***

---

This position will pay \$72,782.90 - \$92,124.94 annually. Salary is commensurate with experience.

## **POSITION SUMMARY**

Reporting to the Director of Development, the Manager, Donor Experience is responsible for developing and managing interpersonal relationships with APLA Health donors and philanthropic partners. This individual will serve as a lead staff and partner on personalized approaches, resources and activities to expand, retain, thank and enhance supporter experiences with APLA Health, including AIDS Walk Los Angeles and Mid-level donors. The Manager of Donor Experiences will carry a portfolio of 300 individual prospects, donors, and ERG Teams.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Collaborate internally and externally to set strategy for individual donors, members of employee resource groups, and others, and will focus on achieving three primary objectives: excellent customer-service; proactive implementation of thoughtful, personalized relationship-based outreach; and connect the work of donors, ERGs, and other groups to the philanthropic goals of APLA Health. This will be done by working with a very specific group of mid-level donors and Corporate Teams.
- Carry a portfolio of 300 individual prospects, donors, and ERG Teams.
- Acknowledge and thank identified supporters for their participation with APLA Health and lay the foundation for future giving.
- Work directly with donors and supporters to gain insight and understanding of current experiences and expectations of engagement, and with members of the Advancement Team to bring together resources related to donor/supporter requests. Develop and maintain data from which personalized experiences can be tracked and evaluated for effectiveness.
- Share information and seek opportunities regularly to team with the Major Gifts Officer, CEO and fellow Advancement colleagues to further integration, relationship building and philanthropic cultivation strategies.
- Develop and maintain positive working relationships with others to reach common goals and develop stewardship and recognition metrics to gather self-identified interest and other data information to enhance donor /supporter activities.

OTHER DUTIES MAY BE ASSIGNED TO MEET BUSINESS NEEDS.

## **REQUIREMENTS**

### **Training and Experience:**

- Minimum of three (3) years' experience, preferably in philanthropy, client relationships or related field.
- Experience with fundraising, stewardship, and/or volunteer management. Experience in working with corporate and/or institutional partners preferred.
- Experience in the client relationship or philanthropic stewardship industries with demonstrated ability to deliver exemplary customer service to a wide variety and level of constituents.
- Experience in fundraising and in managing volunteers.
- Highly motivated and goal-oriented self-starter, able to work independently and as part of the Advancement team.
- Strong sense of professional ethics with demonstrated high-level of personal integrity, discretion and diplomacy.
- Successful track record of navigating in a complex organizational environment, thinking clearly and remaining calm to resolve problems using creativity and good judgment.

### **Knowledge:**

- Working knowledge of donor databases, preferably DonorPerfect.
- Outstanding written and oral communication skills, including presentation and/or group facilitation experience. Demonstrated understanding of social media outlets such as Linked In, Twitter or Facebook required.

- Excellent interpersonal skills with strong understanding and ability to develop and sustain resilient and dynamic relationships with donors, colleagues and corporate partners.
- Highly collaborative and relationship-building professional skills focused on building and sustaining long-term effective relationships that will deliver sufficient attention to donors and supporters.

**Ability to:**

- Collaborate with Advancement team members, volunteer leadership, and work effectively with individuals at all levels within the organization.
- Independently strategize/plan projects, problem solve, develop and manage initiatives and programs.
- Perform role with attention to detail, speed and accuracy; organized with a strong sense of setting priorities, directing multiple projects simultaneously from concept to completion and providing thorough follow up under minimal supervision in a dynamic and ever-changing environment.
- Enjoy taking the message of APLA Health to individuals and corporations that are not yet familiar with our work.

**WORKING CONDITIONS/PHYSICAL REQUIREMENTS:**

This is primarily an office position that requires only occasional bending, reaching, stooping, lifting and moving of office materials weighing 25 pounds or less. The position requires daily use of a personal computer and requires entering, viewing, and revising text and graphics on the computer terminal and on paper.

**SPECIAL REQUIREMENTS:**

Must possess a valid California driver's license; proof of auto liability insurance; and have the use of a personal vehicle for work related purposes. May be required to occasionally work evenings and/or weekends.

COVID-19 and Booster or Medical/ Religious Exemption required.

Equal Opportunity Employer: APLA Health is an EEO Employer

**To Apply:**

Visit our website at [www.aplahealth.org](http://www.aplahealth.org) to apply or click the link below:  
<https://www.paycomonline.net/v4/ats/web.php/jobs/ViewJobDetails?job=318842&clientkey=A5559163F67395E0A2585D2135F98806>