

Friends of Nathaniel Witherell
Manager of Development & Volunteer Services

Reports to: Executive Director

Status: Full-time

Location: Greenwich, CT (on-site with occasional flexibility)

About Friends of Nathaniel Witherell

Friends of Nathaniel Witherell strengthens and advances life at The Nathaniel Witherell by leading a robust volunteer program, securing essential philanthropic investment, and championing the needs and voices of aging adults in our community.

Friends of Nathaniel Witherell is a nonprofit organization dedicated to enhancing the quality of life for residents of The Nathaniel Witherell, Greenwich's not-for-profit, municipal long-term care facility.

Position Summary

The Manager of Development & Volunteer Services will play a key role in advancing fundraising efforts across all areas of the organization and leading the strategic direction, growth, and day-to-day management of Friends of Nathaniel Witherell's volunteer program. This position plays a critical role in expanding volunteer engagement, strengthening community relationships, and ensuring strong administrative and marketing systems. The Manager will work closely with the Executive Director and regularly report on fundraising progress, volunteer, development, administrative, and marketing-related activities to the Executive Director and Board of Directors. This position offers the unique opportunity to help reshape the volunteer program and overall organization, and the ability to significantly impact the well-being of seniors and aging adults.

Key Responsibilities

Development, Fundraising & Administrative Responsibilities

- Support fundraising initiatives and special events, including donor cultivation and stewardship activities as directed by the Executive Director.
- Serve as the lead in all fundraising software usage including the organization's CRM, auction and event platforms.
- Assist in the identification and application of grant opportunities and reporting.

- In collaboration with the Executive Director, prepare and coordinate the organization's year-end appeal and event communications, including timelines, content development, coordination with vendors or volunteers, and tracking results.
- Process all gift acknowledgments.
- Collaborate with the Executive Director and board members to identify opportunities to engage volunteers as donors, ambassadors, and advocates.
- Contribute to development-related communications, including newsletters, impact reports, appeals, donor updates, and digital content.
- Prepare the monthly internal Witherell Times newsletter including content creation, design and printing.
- Manage all administrative tasks related to development and mission support, including expense tracking, invoice processing, reimbursement documentation, and recordkeeping and coordinate with Bookkeeper.
- Maintain organized and accurate records to support financial transparency, audits, and reporting requirements.
- Support marketing and communications initiatives through photography, resident story development, and creation of basic website content—including written and visual materials—to effectively promote and communicate the organization's mission.
- Must have social media accounts to monitor Friends accounts.
- Work all major Friends fundraising and community events in collaboration with the Executive Director and recruit and manage all day-of event volunteers.

Volunteer Services Leadership & Strategy

- Provide leadership and strategic oversight for the volunteer program, including short- and long-term planning to support organizational growth and resident needs.
- Establish and nurture community relationships with local organizations and institutions for volunteer recruitment and awareness building.
- Maintain a presence in the community through networking and other external facing activities to build connections, opportunities and awareness.

- Recruit, onboard, train, supervise, and retain a diverse and committed volunteer corps.
- Serve as the primary liaison between volunteers, Friends of Nathaniel Witherell, and The Nathaniel Witherell staff.
- Build and maintain relationships with key departments at The Witherell, residents and family members to increase Friends visibility and positive impact within the facility.
- Oversee the Volunteer Scholarship processes in accordance with board and organizational policies and timelines.
- Coordinate the monthly Artist of the Month gallery and Resident of the Month spotlight
- Establish systems for volunteer scheduling, tracking, compliance, and evaluation.
- Liaise with Gift Shop Lead who manages daily operations and provide support as needed.
- Foster a positive, inclusive volunteer culture through regular communication, feedback, recognition, and appreciation initiatives.

Board Reporting & Organizational Collaboration

- Prepare and present regular written or verbal reports to the Board of Directors on fundraising activities, volunteer engagement, growth metrics, scholarship participation, and administrative operations.
- Track and report key performance indicators related to volunteer recruitment, retention, engagement, and program impact.
- Work collaboratively with the Executive Director, board members, and staff to advance strategic goals.
- Ensure all activities reflect Friends' mission, values, and commitment to professionalism, confidentiality, and ethical standards.

Qualifications

- Bachelor's degree or equivalent experience in nonprofit fundraising.

- 3+ years of experience in development, fundraising, volunteer management, or community engagement, with demonstrated leadership responsibility.
- Experience preparing fundraising appeals or annual campaigns.
- Positive, open-minded attitude with a collaborative and solution-oriented approach.
- Proven ability to strategically develop and grow volunteer programs.
- Strong leadership, interpersonal, organizational, and communication skills, including experience reporting to or working with a board of directors.
- Experience with a variety of software systems, including donor databases, email marketing platforms (e.g., Constant Contact), content management systems (e.g., WordPress), **or** demonstrated knowledge and comfort with technology and the ability to quickly learn and adapt to new systems.
- Experience with CRM platforms and an understanding of the best practices for fundraising, donor and volunteer record keeping.
- Ability to manage multiple priorities with flexibility, sound judgment, and attention to detail.
- Commitment to community service, senior care, and mission-driven work.
- Ability and willingness to work occasional evenings and weekends as needed for events, programs, and volunteer training.
- Preferred experience working with volunteers in healthcare, senior living, or human services environments.
- Strong written communication and reporting skills with the ability to consistently meet deadlines.
- Compassion and empathy when working with residents, families, volunteers, and staff.

Compensation & Benefits

Friends of Nathaniel Witherell offers a supportive, mission-driven work environment where employees have the opportunity to make a meaningful difference in the lives of seniors and veterans in our community.

This full-time, exempt position includes:

- Competitive compensation, commensurate with experience
- Paid Time Off (PTO)
- Paid Sick Leave
- Paid holidays
- Opportunities for professional growth and community engagement
- A collaborative, flexible work environment dedicated to enhancing quality of life for residents

Please note that Friends of Nathaniel Witherell does not currently offer employer-sponsored health insurance or retirement benefits.

To Apply

- Send current resume and cover letter to Lisa Harding, Executive Director
lisa.harding@friendsofnw.org
- No calls please. Qualified applicants will be contacted for an in-person interview.