



TEEN CHALLENGE CANADA

JOB DESCRIPTION – DEVELOPMENT & EVENTS COORDINATOR

Terms of Employment:	Full-time	Department:	Development
Position Type:	Coordinator	Reports To:	National Manager of Development Events

THE OPPORTUNITY:

The primary responsibility of the Development & Events Coordinator is fundraising and program awareness within the community, helping to reduce financial barriers for individuals entering our care. This role involves engaging donor partners through personalized outbound communication, including phone calls, emails, and handwritten correspondence. The Development & Events Coordinator is a key support to the Development team and requires being proactive, taking initiative, and consistently demonstrating patience, kindness, and compassion while motivating and inspiring others. This role leads, coordinates, and plans logistics for a variety of fundraising initiatives and events, supporting the Development team across the region. Travel may be required.

CULTURE:

We continue to focus and help create an environment where employees, clients and visitors are treated with dignity and respect. Fairness, individual development and recognition, teamwork, support for family and community are all hallmarks of Teen Challenge's workplace. We are committed to doing meaningful work on a motivated team. With passionate staff across Canada, we aim to continually strengthen our community of care and responsibility, grounded in mutual respect, by daily upholding our Christian values and enhancing teamwork to serve our clients better.

JOB DUTIES AND RESPONSIBILITIES:

Event Planning & Coordination

- Lead event planning and team coordination using event revenue planners, historical data, trends, and experience
- Ensure smooth operation of fundraising or donor cultivation events
- Coordinate & plan logistics for approved TCC events and donor engagement activities in support of mid and major donor programs
- Research and manage relationship with event venues
- Coordinate third-party vendors, ensuring contacts reflect event expectations and current pricing prior to approval submission
- Monitor expense and revenue budgets and support revenue targets
- Maintain organized documents for each event, including but not limited to all planned/executed logistics, ticketing, scheduling, programs, contact with event participants and vendors
- Coordinate guest lists, food services arrangements, menu planning, staffing, nametags
- In collaboration with donor relation staff, obtain prize sponsors and manage corporate sponsors
- Maintain corporate sponsorship tracking document, ensuring payment is received and benefits are fulfilled
- Develop event day-of programs in alignment with TCC objectives, mission and values, deploying best practices, excellence, national branding and messaging

Marketing collaboration

- Submit event details in a timely manner to support marketing collateral and print production
- Understand and adhere to marketing deadlines and timelines
- Proof final materials and assist with selecting mailing regions, considering Centre affiliation and geography
- Ensure event photography aligns with confidentiality and privacy requirements



- Coordinate photo-sharing and posting with the Marketing team
- In collaboration with Marketing and Development teams, support post-event follow-up through thank-you cards, calls, and impact reporting

Outreach Support

- Support local outreach initiatives, including advance church calls, preparation of outreach bins, and ordering marketing materials
- Ensure outreach materials are current and notify colleagues when updates are required
- Assist with outreach data collection, CMR processing, and accurate database entry
- Apply best practices when handling and reporting offerings and monetary contributions
- Communicate with outreach team leaders to support successful outcomes

Volunteer Coordination

- Recruit, train, and manage event committees and volunteers
- Ensure volunteers are selected and assigned in alignment with skills and event requirements
- Engage volunteers meaningfully and ensure appropriate staffing levels for each event

Donor Engagement & Phone Calls

- Manage assigned donor portfolio for thank-you calls and relationship building
- Seek to understand donor interests and engagement preferences
- Contact past event participants, register attendees, and maintain accurate peer-to-peer fundraising records

Program Liaison

- Collaborate closely with program teams regarding client-based activities
- Promote clarity, collaboration, and alignment between Development, Program, Marketing, Partner Services, Finance, and other departments

Administrative

- Participate in a workplace culture of continuous learning and constructive feedback
- Book meetings, record minutes, and distribute documentation while maintaining confidentiality
- Support daily Development Office operations, including ordering supplies and supervising Phase 4 or work therapy clients (ensuring work is meaningful and skill-building)
- Communicate clearly and consistently with all key stakeholders
- Support Ambassador Team meetings, including attendance tracking, reminders, and minute taking
- Manage and reconcile petty cash
- Maintain accurate records in Partner Services databases
- Uphold client and donor confidentiality and management of confidentially sensitive information
- Ensure timely mail-outs and manage weekly Purolator shipments to the National Office
- Collaborate with Accounting on timely payment processing
- Maintain organized and secure office and reception areas
- Collaborate with Finance and Partner Services on Gifts-in-Kind (GIK), ensuring CRA compliance
- Assist with graduations and preparation of program and outreach bins

Other duties assigned as assigned by the National Manager of Development Events

QUALIFICATIONS, SKILLS AND ABILITIES:

- Experience in direct fundraising strategies, including events
- Ability to work independently, exercise judgment, and solve problems with minimal supervision
- Excellent written and verbal communication skills across in-person, phone, and email channels
- Strong interpersonal skills and ability to collaborate effectively in diverse, team-based environments
- Proven organizational, administrative, and time-management skills with high attention to detail
- Ability to manage multiple priorities and perform effectively in fast-paced, high-pressure environments
- Demonstrated initiative, adaptability, and results-driven mindset
- Proficiency with Microsoft Office (including spreadsheets and CRM systems) and familiarity with social media platforms/strategy



- Minimum Grade 12 high school diploma plus 1-3 years of relevant experience; event planning experience preferred
- Valid driver's license and clean driving abstract

WORKING CONDITIONS:

- Hybrid schedule between working onsite at the TCC Centre(s)/office and working remotely.
- Travel as scheduled
- Manual dexterity required for regular use of office equipment, including computer, photocopier, scanner, and phone
- Intermittent physical activity, including walking, standing, sitting, and lifting
- Work environment may range from calm to fast-paced depending on daily activities
- Flexibility to work evenings, weekends, and overtime as required

OUR VALUES:

We Are Christian - We believe that God is the catalyst for change for people with life-controlling drug and alcohol problems.

We Are Committed To Those Who Are Addicted - We believe that a balance of love, accountability and training are required to prepare the individual for successful re-entry into society.

We Value People - Our clients, donors, staff, volunteers, churches, board members and advisory councils are appreciated and worthy of respect and honour.

We Are Stewards - We are committed to managing wisely all resources entrusted to us recognizing that we are ultimately accountable to God.

There Is Hope! - Life-controlling addictions can be permanently overcome!

Approved By:	Director of Development
Date Approved:	June 2023
Date Reviewed:	June 23, 2026