



JOB DESCRIPTION – DONOR RELATIONS OFFICER

Terms of Employment:	Full-time	Department:	Development
Position Type:	Management	Reports To:	Director of Development

THE OPPORTUNITY:

As a compassionate organization whose mission is to help men and women overcome substance addiction to lead full and productive lives; the primary responsibility of the Donor Relations Officer is to generate funds by developing meaningful relationships for TCC through personal contact, fundraising events, and Sunday outreaches. The Donor Relations Officer works in collaboration with the National Office, local and regional development teams, Centre Directors, and volunteers to plan and execute all local development initiatives, in adherence with Teen Challenge Canada's established best practices. Responsibilities include: establishing and nurturing successful, lasting TCC donor relationships, leading Sunday morning outreaches, events, and local Ambassador Teams, to achieve annual fundraising goals and strategies.

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 delivering programs and services that enhance our culture and make Teen Challenge an employer of choice. We believe in compassion, collaboration and have high standards to living out the values and ensuring we contribute to the success of the organization and each other.

JOB DUTIES & RESPONSIBILITIES:

75% of role - Manage a major donor portfolio

- Portfolio of 110 qualified TCC donors (portfolio value TBD), aligning passions and interest of donor with TCC operational needs. Major Donors include individuals, businesses, corporate sponsors, and churches and others within a TCC set threshold
- Forecast annual projects and fundraising plans for a major donor portfolio of X number of dollars
- Align donor passions and interests to TCC's mission while following business protocols and TCC best practices for impact reporting
- Maintain active portfolio of donor prospects and receive new major donors from pipeline when requalifying caseload. (Example: when donors move out of MD list, replace with new qualified MD from pipeline)
- Maintain accurate records; capture all relevant donor related activities in Donor Database in accordance with management policies and procedures
- Regular bi-weekly reporting to manager on donor caseload
- Provides leadership to local ambassador teams. Including, working with chair to set meetings, agendas and reporting
- Ensure that proper stewardship and engagement take place following the close of a gift in order to sustain the donor's interest and support
- Attend local events to build donor relationships. Collaborate with Development & Events Coordinator to ensure TCC fundraising event success
- Identify event participants/ guests and pass contacts to development and events coordinator or midlevel donor relations staff
- Virtual and in person tours

- Meeting face to face with current and prospective donors to discuss giving interests and funding opportunities

20% of role - Outreach activities (4 days a month)

- Lead outreach teams, creating program awareness and achieve revenue and sponsor targets
- Able to effectively communicate and promote TCC mission and development initiatives to prospective donors
- Work with national outreach booking team to develop outreach opportunities

5% of role – Administrative duties (1 day a month)

- Mileage
- Receipt Submission
- Handle sensitive/ confidential materials strictly in accordance with TCC policies and procedures
- Able to effectively communicate and promote TCC mission and development initiatives to prospective donors
- Promote cohesiveness and collaboration between local development teams and other departments (program, marketing, partner services, finance, HR, etc.)
- Ensure clear and concise communication to key stakeholders
- Participate in a workplace culture of ongoing learning and feedback

Other duties assigned by the Director of Development

SUCCESSFUL APPLICANTS:

Must have:

- Minimum of Grade 12 high school diploma, College Diploma or University Degree preferred
- Minimum 3 years' proven record of success in raising funds
 - for non-profit organizations from government and non-government sources and/or
 - proven track record in achieving sales targets in a relationship-based sales role
- Highly motivated and persistent, with a growing ability to inspire others and clearly articulate TCC mission.
- Excellent written and verbal communication
- Strong proficiency in Microsoft Excel, Word, PPT & Outlook
- Evaluating a prospective donor's giving capacity and readiness to give
- Strong organisational and analytical skills; keen attention to detail
- Ability to work in a fast-paced and results-oriented environment
- Driving skills to accommodate for longer outreach drives
- Strong organizational and analytical skills; keen attention to detail
- Ability to work in a fast-paced and results-oriented environment
- Goal oriented and driven to success in meeting and exceeding revenue targets
- Outgoing, inclusive and welcoming in nature
- Demonstrated, well developed influencing, negotiating and sales skills
- Strong work ethic, positive team attitude, motivated and results driven
- Ability to work as a team player and facilitate and mobilize support
- Solid interpersonal skills that allow one to work effectively in a diverse working environment
- High level of sound and independent judgment, reasoning, resourcefulness, flexibility, adaptability, leadership and discretion
- Ability to multitask and meet ongoing deadlines
- Demonstrated ability to clearly transmit and receive information by email, phone and in person
- Basic mathematical skills necessary for tracking incoming funds
- Apply patience, kindness and compassion on a daily basis
- Driver's License Class G

WHAT THIS POSITION OFFERS YOU:

- Personal fulfillment
- Paid vacation time
- Company provided benefits
- RRSP
- A sense of purpose
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WORKING CONDITIONS:

- Travel required
- Overtime as required
- Work is conducted in an office, church and community setting
- Ability to sit and stand for long periods of time
- The atmosphere may vary from a calm to a fast paced setting depending on daily events
- Operate office equipment including photocopier, fax machine, scanner, phone and other equipment as necessary

Approved By:	Director of Development
Date Approved:	July 6, 2026
Date Reviewed:	July 6, 2026