



## TEEN CHALLENGE CANADA

### JOB DESCRIPTION – CAPITAL CAMPAIGN LEAD & DONOR RELATIONS OFFICER

|                             |            |                    |                         |
|-----------------------------|------------|--------------------|-------------------------|
| <b>Terms of Employment:</b> | Full-time  | <b>Department:</b> | Development             |
| <b>Position Type:</b>       | Management | <b>Reports To:</b> | 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 & Capital Campaign Lead Support

- Portfolio of qualified TCC donors (portfolio value TBD) in the Southwestern Ontario region from Waterloo to Windsor, aligning passions and interest of donor with TCC operational needs
  - Major Donors include:
    - Corporate Sponsors
    - Individuals
    - Businesses
    - Churches
    - Others within a TCC set threshold
- Forecast annual projects and fundraising plans for a major donor portfolio Align donor passions and interests to TCC's mission while following business protocols and TCC best practices for impact reporting
- Maintain portfolio of donor prospects and receive new major donors from pipeline when requalifying caseload
- Meet face-to-face with current and prospective donors to discuss giving interests and funding opportunities.
- Ensure appropriate stewardship and engagement following each gift to cultivate long-term donor relationships.

- Maintain accurate donor records and capture all activities in the donor database in accordance with organizational policies.
- Provides leadership to local ambassador teams. Including, working with chair to set meetings, agendas and reporting.
- Ensure that proper stewardship and engagement takes 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 tickets/availability for guests.
- 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
- Host cultivation events to strengthen donor relationships and connectivity, and create network growth

### ***Capital Campaign Support***

- Partner with TCC leadership to advance and complete the Ontario Men's Centre Capital Campaign.
- Identify, cultivate, solicit, and steward capital campaign prospects within the assigned portfolio.
- Support campaign strategy, donor engagement, and campaign-related events as required.

### **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.
- Must lead a minimum of 2 outreaches a month
- Work with national outreach booking team to develop outreach opportunities

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

- Follow correct mileage protocols
- 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
- Experience evaluating a prospective donor's giving capacity and readiness to give
- 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

#### **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

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|-----------------------|-------------------------|
| <b>Approved By:</b>   | Director of Development |
| <b>Date Approved:</b> | July 2026               |
| <b>Date Reviewed:</b> |                         |