



TEEN CHALLENGE CANADA

JOB DESCRIPTION – DONOR RELATIONS MID-LEVEL MANAGER

Terms of Employment:	Full Time	Department:	Development
Position Type:	Manager	Reports To:	Director of Development

THE OPPORTUNITY:

The primary responsibility of the Donor Relations Mid-Level Manager is to help achieve annual revenue targets by executing fundraising initiatives, including donor relations, planned giving, community outreach, and event support. As the National Mid-Level Donor Officer, you will play a pivotal role in cultivating and growing relationships with mid-level donors, church partners, and legacy giving supporters across Canada. In this dynamic and mission-focused leadership role, you will lead a team dedicated to fostering meaningful donor engagement, advancing legacy giving opportunities, and strengthening partnerships with church communities to expand the organization's reach and impact.

You will recognize the important role that faith plays in fundraising and donor engagement. The primary focus of the Donor Relations Mid-Level Manager is to secure philanthropic support for Teen Challenge by strategically building and managing relationships with mid-level donors, understanding their passions and interests, deepening their connection to the organization, increasing their level of engagement and generosity, and creating pathways that encourage transformational giving.

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:

Team Leadership and Management

- Provide leadership and guidance to a team of donor relations staff responsible for mid-level portfolios, ensuring alignment with organizational goals and supporting professional development.
- Develop and implement mid-level KPIs to measure and enhance donor acquisition, retention, and engagement, ensuring sustainable revenue growth and long-term supporter relationships.
- Set clear performance expectations, monitor progress, and provide constructive feedback.
- Foster a collaborative and mission-driven team culture.
- Oversee professional office environments and workspaces.

Reporting and Strategy

- Track and analyze donor engagement metrics, providing regular reports to the Director of Development.
- Contribute to the development of annual fundraising strategies and goals for mid-level donors and church relationships.
- Stay informed on trends in donor engagement, legacy giving, and church partnerships, applying insights to strengthen program effectiveness.

Legacy Planning Support

- Work closely with the legacy giving team to identify, engage, and support donors interested in planned giving opportunities.
- Educate donors on legacy planning options, ensuring alignment with their values and the charity's goals.
- Collaborate with financial advisors, legal professionals, and internal teams to facilitate legacy gift arrangements.

Mid-Level Caseload Management

- Manage a tiered caseload of mid-level donors, including a wide range of partners such as churches.
- Create and manage strategic communication plans personalized by donor tier, passions, interests, and communication preferences. Execute these plans with an intentional focus on engaging Tier A donors.
- Secure appropriate project information, including budgets, and create approved offers, proposals, and funding requests.
- Promptly report on impact and thank donors for their gifts.
- Identify indicators that a donor is ready to move into major gifts or planned giving and execute donor handoffs according to organizational protocols.
- Collaborate across the organization to develop engaging communication materials, support a seamless donor journey from acquisition through major gifts or planned giving, and create thoughtful protocols that enable donors to reach their full giving potential.
- Excellent administrative and people skills. Must maintain accurate and timely notes in the TCC database.
- Maintain a portfolio of donor prospects to move into the mid-level donor pipeline.
- Regularly and accurately update relevant data in the TCC donor database.
- Identify and transition mid-level donors into the major gifts portfolio, transferring the relationship to a Major Gift Donor Relations staff member.
- Provide regular bi-weekly reporting to the manager on donor caseload activities.
- Attend TCC signature events to strengthen and build new and existing donor relationships.

Outreach Activities (5 days per month)

- Lead outreach teams, creating program awareness and achieving revenue and sponsorship targets.
- Manage outreach team scheduling.
- Provide client testimony training for outreach events and graduations.
- Handle sensitive and confidential materials in strict accordance with TCC policies and procedures.
- Effectively communicate and promote the TCC mission and development initiatives to prospective churches and donors.
- Promote collaboration and cohesion between local development teams and other departments (Program, Marketing, Partner Services, Finance, HR, etc.).
- Ensure clear and concise communication with key stakeholders.
- Participate in a workplace culture of ongoing learning and feedback.
- Attend and conduct TCC presentations for local churches, businesses, and board meetings.
- Work with the national outreach booking team to develop outreach opportunities.

Other duties as assigned by the Director of Development.

QUALIFICATIONS, SKILLS AND ABILITIES:

- Minimum Grade 12 diploma required; College Diploma or University Degree preferred.
- Minimum of 3 years' proven success in fundraising:
 - For non-profit organizations from government and non-government sources; and/or
 - A proven track record of achieving sales targets in a relationship-based sales role.

- Highly motivated and persistent, with the ability to inspire others and clearly articulate the TCC mission.
- Possess a strong Christian faith and the ability to connect with the Christian community and churches, fostering meaningful relationships based on shared values and mission.
- Excellent written and verbal communication skills.
- Strong proficiency in Microsoft Excel, Word, PowerPoint, and Outlook.
- Valid driving skills and willingness to travel for extended outreach activities.
- Strong organizational and analytical skills, with keen attention to detail.
- Ability to work in a fast-paced and results-oriented environment.
- Maintain accurate records, including capturing all relevant donor-related activities in the donor database in accordance with management policies and procedures.
- Goal-oriented and driven to meet and exceed revenue targets.
- Outgoing, inclusive, and welcoming in nature.
- Demonstrated and well-developed influencing, negotiating, and sales skills.
- Strong work ethic, positive attitude, self-motivated, and results driven.
- Ability to work collaboratively and mobilize support.
- Strong interpersonal skills that enable effective work within a diverse environment.
- High level of sound judgment, reasoning, resourcefulness, flexibility, adaptability, leadership, and discretion.
- Ability to multitask and meet ongoing deadlines.
- Demonstrated ability to clearly communicate and receive information by email, phone, and in person.
- Basic mathematical skills necessary for tracking incoming funds.
- Demonstrate patience, kindness, and compassion daily.
- Valid Class G Driver's Licence.

WORKING CONDITIONS:

- Travel required.
- Overtime as required.
- Work is conducted in office, church, and community settings.
- Ability to sit and stand for extended periods.
- The work environment may vary from calm to fast-paced depending on daily activities.
- Operate office equipment, including photocopiers, scanners, telephones, and other equipment 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:	July 30, 2026
Date Reviewed:	July 29, 2026