

Organizational Background:

Helping Captives forges pathways from captivity to freedom for survivors of sex trafficking. We work with our partners to help prevent trafficking before it starts through education and training, to intervene when trafficking occurs, and to help individuals heal from the impact of trafficking through our recovery services. Helping Captives empowers people to fight trafficking and help survivors in our community, region, and nationwide, by collaborating with like-minded organizations to connect survivors with ongoing services after stabilization.

SUMMARY OF POSITION

Job Title: Events Assistant & Volunteer Coordinator

Organization: Helping Captives

Location: Spokane, WA

Job Type: Part-time (20 hours per week)

Compensation: \$20 per hour

Status: Non-exempt

Reports to: Events and Community Engagement Manager

How This Role Works

Events: This role works side by side with the Events & Community Engagement Manager to help bring Helping Captives' events to life. The Events & Community Engagement Manager sets the overall direction, budget, timeline, and vendor decisions for each event, and this position partners with them to help carry that vision out.

Volunteers: This role owns and runs Helping Captives' volunteer program organization-wide, from recruiting and screening through scheduling and recognition, with day-to-day decisions belonging to this position.

Position Summary

The Events Assistant & Volunteer Coordinator provides hands-on logistical and administrative support to the Events & Community Engagement Manager for all Helping Captives events, and separately serves as the organization's dedicated coordinator for volunteers across every department. This is a dual-focus, part-time role: on the events side, it partners closely with the Events & Community Engagement Manager to help bring events to life; on the volunteer side, it leads the volunteer program and is the go-to person for every HC volunteer.

Events Support Responsibilities (Partnering with the Events & Community Engagement Manager)

This position works closely with the Events & Community Engagement Manager on every event. The Events & Community Engagement Manager sets the overall goals, budget, and timeline, and this role helps carry that plan out.

- Help with event logistics, including venue setup and breakdown, supply ordering and inventory, and vendor communication coordinated with the Events & Community Engagement Manager.

- Prepare event materials such as name tags, signage, programs, sign-in sheets, and registration and check-in tables.
- Support event promotion using approved content, templates, and messaging.
- Track event-related expenses and receipts, and submit reimbursement requests for the Events & Community Engagement Manager's review.
- Take notes during event planning meetings and help keep event checklists and timelines up to date.
- Serve as an on-site point of contact for volunteers and setup crews during events.
- Bring scheduling conflicts, concerns, and new ideas to the Events & Community Engagement Manager.
- Take on other event-related tasks as they come up.

Volunteer Coordinator Responsibilities (Owned by This Position)

- This position independently manages the following on behalf of Helping Captives, organization-wide, not limited to event volunteers.
- Serve as Helping Captives' primary point of contact for all volunteers, across events, the Thrift Store, Safe House support, outreach, and administrative volunteer roles.
- Recruit volunteers through community outreach, church partnerships, social media, and referrals.
- Screen and onboard new volunteers, including applications, required background and reference checks per HC policy, orientation, training, and liability waivers.
- Maintain the volunteer roster and database, tracking hours, certifications, and renewal or expiration dates.
- Work with department leads across Helping Captives to identify volunteer needs and build volunteer schedules that fill them.
- Communicate regularly with volunteers, including shift reminders, thank-you messages, and new opportunities.
- Plan and carry out volunteer appreciation and recognition activities, coordinating with HR as appropriate.
- Track volunteer engagement (hours, retention, satisfaction) and report on the volunteer program to the Events & Community Engagement Manager and HR as requested.
- Ensure the volunteer program complies with Helping Captives policy and applicable Washington State requirements.
- Serve as the first point of contact for volunteer questions or concerns, resolving them directly and escalating only when necessary.

Minimum Qualifications

- High school diploma or equivalent.

- At least one year of experience in volunteer coordination, event support, customer service, or nonprofit or administrative work.
- Strong organizational skills and attention to detail, with the ability to manage multiple tasks and deadlines at once.
- Comfortable partnering closely with a manager on event logistics, while confidently owning day to day responsibilities for the volunteer program.
- Strong interpersonal and written communication skills.
- Reliable transportation and the availability to work some evenings and weekends for scheduled events.
- Basic proficiency with Google Workspace or comparable office software, with the ability to learn ClickUp and other HC systems.
- Ability to pass a background check and reference checks, consistent with Helping Captives' volunteer screening standards.
- Support for, and willingness to work within, Helping Captives' Christian, faith-based mission and code of conduct.

REQUIREMENTS

Preferred Characteristics:

- Outgoing, relational, and approachable personality.
- Strong networking and relationship-building abilities.
- Self-motivated and dependable.
- Professional presence in public and community settings.
- Creative thinker with a passion for community impact and awareness-building.
- Flexible and adaptable in dynamic environments.

Equipment and Tools Used:

- Computers, copiers, printers, and phones
- Software: MS Word, Excel, PowerPoint, Outlook, Google Chrome, Virtuous

Faith-based Nonprofit:

Helping Captives is a 501(c)(3) charitable, nonprofit Christian organization and Christ-centered ministry dedicated to preventing human trafficking and supporting survivors through the love, hope, and transforming power of the Gospel of Jesus Christ.

As a religious organization, Helping Captives may, as permitted by applicable law, consider an applicant's religious beliefs and commitment to its Christian mission when making employment decisions. Each position within Helping Captives is considered an essential part of fulfilling the organization's religious mission and purpose.

Helping Captives is a faith-based, Christ-centered ministry. Because this position represents Helping Captives to donors, survivors, staff, volunteers, and the broader community, this person is expected to have a personal relationship with Jesus Christ and be in agreement with Helping Captives' Statement of Faith. This person must demonstrate genuine passion for and alignment with Helping Captives' mission to fight sex trafficking and restore survivors through the love and power of the Gospel.

This person must be willing to pray with donors, staff, survivors, and others as appropriate to the role and ministry setting. This person is also expected to uphold Helping Captives' mission, values, Statement of Faith, Code of Conduct, Employee Handbook, and organizational policies and to conduct themselves in a manner consistent with the Christian character and purpose of the ministry.

Helping Captives is committed to providing equal employment opportunities to qualified individuals and does not unlawfully discriminate on the basis of race, color, national origin, sex, age, disability, or any other characteristic protected by applicable law. Nothing in this statement is intended to limit any rights or exemptions available to Helping Captives as a qualifying religious organization under applicable federal or state law.

Summary of Benefits

- Hourly wage for this position is between \$20
- 5 days of Personal Time Off (PTO) per year
- Employee discount at Helping Captives Thrift Store