Organizational Background:
Helping Captives forges pathways from captivity to freedom with 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: Graphic Design and Social Media Coordinator
Organization: Helping Captives
Location: Spokane, WA
Job Type: Full-time (40 hours per week)
Compensation: $24-27 per hour
Status: Non-exempt
Reports to: Associate Director

Reporting to the Associate Director, this full-time position operates primarily during business hours, with some evenings and weekends as needed to support events such as our spring Gala. The Graphic Design and Social Media Coordinator creates the visual and social presence that connects supporters to the mission of Helping Captives. This position designs print and digital materials within our brand guidelines and StoryBrand messaging, and plans, creates, and manages content for Facebook and Instagram. Working on a small team, the Coordinator supports events, donor relations, grants, and community engagement, often managing several requests at once. This individual brings a strong eye for design, a passion for mission-driven storytelling, and the judgment to represent survivors and the people we serve with dignity.

Key Responsibilities

Graphic Design

- Print & Digital Design: Design high-quality print and digital materials, including event collateral, donor communications, social graphics, presentations, and signage, that reflect the mission and values of Helping Captives.
- Brand Consistency: Keep all work consistent with Helping Captives brand guidelines and StoryBrand messaging while keeping it fresh and engaging.
- Event Branding & Visuals: Design graphic elements and materials for events such as the spring Gala, including signage, programs, and stage visuals.
- Donor & Outreach Materials: Create quick-turn, tailored materials to support donor relations, grants, and community engagement.
- Project Management & Handoffs: Manage projects from concept through final files, with organized handoffs to printers, vendors, and staff.

- Feedback & Revisions: Incorporate feedback from leadership and revise work efficiently.
- Asset Library: Maintain an organized library of brand assets, templates, and photography.

Social Media

- Content Calendar: Plan and maintain a content calendar in conjunction with the marketing coordinator for Facebook and Instagram, working several weeks ahead.
- Audience-Focused Content: Tailor content to each audience, including core supporters (ages 55 to 72) on Facebook and a younger community on Instagram and TikTok.
- Content Creation & Scheduling: Create, schedule, and publish posts, stories, and short-form video.
- Event Promotion: Create and manage Facebook events for upcoming activities, and monitor and respond to engagement within event pages.
- Analytics & Reporting: Track engagement and growth metrics, report results, and adjust plans based on what the data shows.
- Community Management: Monitor comments and messages, responding with care and sound judgment, especially on sensitive topics.
- Protecting Dignity: Protect the dignity and privacy of survivors and the people we serve in all content.

Team & Event Support

- Cross-Team Requests: Prioritize and fulfill design and content requests from events, donor relations, grants, and community engagement.
- Event Support: Support major events such as the spring Gala, including some evening and weekend work.
- Photo & Video Capture: Capture photo and video at events and programs as needed.
- Resourceful Solutions: Find creative, low-cost solutions when there is limited budget for stock photography or paid ads.

Minimum Qualifications:

- A portfolio showing both print and digital design work.
- Daily working proficiency in design tools such as Adobe Creative Suite and Canva.
- Experience managing social media accounts for a business or organization, with measurable growth or engagement results.
- Experience with social media scheduling and analytics tools such as Meta Business Suite.
- Proven ability to design within established brand guidelines.
- Ability to manage multiple projects and competing priorities with little supervision.
- Highly organized and detail-oriented.
- Is team-oriented and works collaboratively to achieve team goals.
- Available for some evening and weekend work around events.
- Sound judgment and discretion when handling sensitive subject matter.
- Must be able to pass a background check successfully.

REQUIREMENTS

Preferred Characteristics:

- Photography and/or video shooting and editing skills.
- Experience creating content for older audiences, especially on Facebook.
- Experience collaborating with marketing and donor relations.
- Familiarity with the issue of sex trafficking, or a teachable spirit and strong desire to learn.
- Strong Interpersonal skills – professional while exercising compassion and discernment, modeling the teachings of Christ.
- Able and willing to honor the leadership, chain of command, standards, and ministry objectives of Helping Captives
- Excellent communication skills, including written, verbal, and instructional.
- Flexible and able to problem-solve.
- Insightful, trustworthy, honest, reliable, model appropriate boundaries, and strong work ethic.
- Background or experience with nonprofit organizations is a plus.
- Self-starter – you should be able to learn quickly and be resourceful in finding answers to questions or problems you are unfamiliar with.
- A high level of personal integrity and professionalism, including the ability to work with confidential information.

Equipment and Tools Used:

- Computers, copiers, printers, phones, and camera equipment
- Software: Design tools (such as Adobe Creative Suite and Canva), social media scheduling and analytics tools, MS Word, PowerPoint, Outlook, Google Chrome

Mission Alignment:

Helping Captives is a faith-based, Christ-centered ministry. Because this role represents Helping Captives to donors and the broader community, the Donor Management Coordinator must:

- Have a personal relationship with Jesus Christ and be in agreement with Helping Captives' Statement of Faith.
- Demonstrate genuine passion for and alignment with Helping Captives' mission to fight sex trafficking and restore survivors.
- Be willing to pray with donors, staff, and survivors as appropriate.
- Uphold Helping Captives' Code of Conduct and Employee Handbook policies at all times.

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 $24-27
- 10 days of Personal Time Off (PTO) per year
- Employee discount at Helping Captives Thrift Store