



HELPING CAPTIVES

Organizational Background:

Helping Captives is a Christian anti-trafficking agency that partners with like-minded members of the community to fight for survivors of human 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, giving survivors a safe place to heal and breathe.

SUMMARY OF POSITION

Job Title: Ministry Partner Relationship Coordinator

Organization: Helping Captives Administration Office

Location: Spokane, WA

Job Type: Part-time (32 hours per week)

Compensation: \$23 - \$27 per hour

Status: Non-exempt

Reports to: Director of Operations / Chief Operating Officer

Position Overview:

Reporting to the Director of Operations / Chief Operating Officer, this 32-hour-per-week position, focuses primarily on developing and strengthening relationships with existing ministry partners to ensure they are kept up to date and involved in the work of the ministry, while seeking to secure the financial investments and other resources needed by the organization to execute its mission and vision. Secondly, this position will focus on database management and volunteer engagement & coordination.

DUTIES & RESPONSIBILITIES

Key Result Area #1: Ministry Partner Stewardship (50% of Time)

- Respond to all first time and existing ministry partner investments with gratitude calls, handwritten notes, and/or personal gratitude visits
- Conduct periodic check-in phone calls, personal visits, and/or send emails to selected ministry partners to update them on ministry activities and/or report back to them on the impact of their most recent ministry investment
- Maintain active communications with ministry partners, keeping them aware of all scheduled ministry activities and special events
- While engaging ministry partners identify and cultivate opportunities for additional support and collaborate with the other staff as needed to present additional ministry investment opportunities to our ministry partners
- Advocate for the organizational cause, and explain financial and material support needed by the ministry and seek public involvement in supporting annual budgetary needs
- Maintain the ministry partner database with engagement notes and information



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- As a form of ministry, actively pray with and for ministry partners, seeking to minister to them in their times of need

Key Performance Metrics for this position include:

- (KEEP) Quarterly & Annual Retention Rate/Percentage of existing ministry partners
- (LIFT) Quarterly & Annual Rate/Percentage of increased involvement by existing ministry partners
- Total financial revenue generated through relationship development efforts from Converting Prospects, One-Time Donors, and Monthly Ministry Partners

Key Result Area #2: Donor Database Management (25% of Time)

- Front-end donor database management - to include data entry in multiple programs (Virtuous, Fundraise Up, OneCause and Hubspot), updating records, and maintaining donor & contact information
- Ensure all new contact information collected at an event has been processed and entered into the database. Assist with data entry as needed
- All donor follow-up after donations have been processed
- Update donor notes and files within the donor CRM system
- Assist with other administrative related tasks as needed to support the Development team
- Project manage the EOY and Spring Fundraising Campaigns
- Cross-trained to maintain donor accounts
- Cross-trained to support Year End Giving statements

Key Result Area #3: Volunteer Engagement & Coordination (25% of Time)

- Attend all organizational events and support community engagement efforts (will include some evenings and weekends)
- Help with setup, teardown and volunteer coordination at events
- Recruit, screen, and onboard new volunteers through outreach and orientation sessions.
- Develop and maintain volunteer roles and assignments in collaboration with staff.
- Schedule and coordinate volunteer shifts and assignments.
- Maintain accurate volunteer records, hours, and contact information using a volunteer management system.
- Provide ongoing support and recognition to volunteers to ensure a positive and rewarding experience
- Organize training sessions, workshops, and appreciation events.
- Evaluate and improve the volunteer program by gathering feedback and tracking outcomes.
- Serve as the primary point of contact for all volunteer-related inquiries.
- Ensure compliance with all relevant policies and procedures, including background checks and safety guidelines.
- When needed, assist the team with planning for special organizational events



HELPING CAPTIVES SKILLS & QUALIFICATIONS

Desired Skills and Qualifications:

- Committed Christian, able and willing to model servant-leadership, and interested in being part of a ministry to people in need.
- Grounded in the Christian faith as a mature, active member of the body of Christ on a consistent, day-to-day basis.
- 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
- Strong computer skills (Word, Excel, Outlook, Virtuous); able to complete documents, build tables, email, maintain electronic calendars, and accurately record information.
- Excellent communication skills, including written, verbal, and instructional.
- Must have a teachable spirit who can listen and make sound decisions.
- Strong organizational skills with the ability to multitask and be self-motivated.
- Capable of maintaining focus in a busy environment.
- Quick learner with attention to detail and accuracy.
- Time management skills and scheduling capabilities.
- Flexible and able to problem-solve.
- Insightful, trustworthy, honest, reliable, model appropriate boundaries, and strong work ethic.
- Valid Driver's License.
- 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.
- The physical ability to lift to 30 lbs., as well as bending, stooping, and kneeling to move and organize items in the office and help with events.

Minimum Qualifications:

- 3 years of progressive responsibility in nonprofit fundraising preferred.
- Proficiency in Microsoft Word, Excel, PowerPoint, and donor/event software programs.
- Strong organizational skills and excellent interpersonal skills
- Ability to manage multiple projects and complete them with little supervision.
- Highly organized and detail-oriented.
- Fantastic customer service.
- Is team-oriented and works collaboratively to achieve team goals.
- Thrives under pressure and in an environment of rapid change while maintaining a cheerful disposition.
- Must be able to pass a background check successfully.



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REQUIREMENTS

Working Conditions and Physical Factors:

- Work is primarily indoors and requires sitting, standing, bending, reaching, and going from building to building.
- Requires a sustained emotional balance, patience, and tolerance for people and personal and management issues.
- The ability to move about all the facilities regularly.
- Requires the ability to hear, see, and speak clearly.

Equipment and Tools Used:

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

Faith-based Nonprofit:

Helping Captives is a 501(c)3, charitable, non-profit, Christian organization. Helping Captives has an organizational religious exemption from the prohibitions contained in Title VII of the Civil Rights Act of 1964, as amended, concerning religious discrimination in employment. We reserve the right to discriminate or designate certain positions when a bona fide occupational qualification exists. Helping Captives' policy grants equal employment opportunities to all qualified individuals and does not engage in unlawful discrimination based on race, color, national origin, age, sex, or disability.

Our designated purpose is religious, and we are a Christ-centered ministry dedicated to sharing the Gospel of Jesus Christ. We seek to help prevent human trafficking and help survivors of trafficking through the love and power of the Gospel. We consider every position in the organization to be essential in the fulfillment of our ministry. As such, each employee must have a relationship with Jesus Christ as their personal Savior and Lord. All employees must be able and willing to share the Gospel, participate in all Helping Captives ministry activities, and adhere to the Helping Captives Employee Handbook.

Summary of Benefits

- Hourly wage for this position is between \$23 - \$27 per hour worked
- Two weeks (10 days) of Personal Time Off (PTO) per year
- 6 Major holidays off per year
- Employee discount at Helping Captives Thrift Store