HELPING CAPTIVES
HELPINGCAPTIVES.ORG

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: Donor Relations Manager
Organization: Helping Captives
Location: Spokane, WA
Job Type: Full-time (36-40 hours per week)
Compensation: $32-$35
Status: Non-exempt
Reports to: Development Director

The Full-Time, 36-40 hours a week, Donor Relations Manager builds and sustains relationships with individual, church, and organizational donors in support of Helping Captives' mission to forge pathways to freedom for survivors of sex trafficking. This role leads donor communications, cultivation, and stewardship strategy, oversees accurate gift tracking and acknowledgment, and works closely with Executive Leadership and Donor Management Coordinator to ensure a consistent, mission-aligned donor experience.

Key Responsibilities

- Execute a donor stewardship strategy that strengthens relationships with individual, church, and organizational donors.
- Serve as the primary point of contact for major and mid-level donors, providing personalized cultivation, communication, and stewardship.
- Plan and produce donor communications, including newsletters, impact reports, thank-you calls and letters, and giving appeals.
- Partner with leadership to identify, cultivate, and solicit new donor prospects.
- Track and report on donor retention, giving trends, and campaign performance.
- Assist with coordination of donor recognition and appreciation events.
- Collaborate with the Donor Management Coordinator and day-to-day donor administrative processes.
- Ensure donor communications and fundraising practices align with Helping Captives' mission and values and with applicable regulations (e.g., donor privacy, gift acknowledgment/IRS requirements).
- Other duties as assigned.

Minimum Qualifications:

- Bachelor's degree in nonprofit management, communications, business, or a related field, or equivalent experience.
- 3+ years of recent experience in donor relations, development, fundraising, or nonprofit relationship management.
- Strong written and verbal communication skills.
- Experience with donor management/CRM software (e.g., Virtuous, Bloomerang, DonorPerfect, Salesforce, or similar).
- Highly organized and detail-oriented, with the ability to manage multiple relationships and deadlines.
- Alignment with Helping Captives' Christian, faith-based mission and Statement of Faith.
- Passion for anti-trafficking work and serving survivors.

Preferred Qualifications:

- Experience working in nonprofit, human services, advocacy, or mission-driven organizations.
- Standard office environment with occasional evening or weekend commitments for donor events.
- Local travel required for donor visits and events.
- Ability to sit, stand, and use a computer for extended periods.

Knowledge, Skills, and Abilities

- Excellent written, verbal, and interpersonal communication skills.
- Ability to manage multiple priorities and deadlines.
- Proficiency with Microsoft Office and Google Drive.
- Ability to establish rapport and communicate effectively with diverse audiences.
- Ability to work independently while collaborating effectively across teams.

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 $32-35 per hour worked
- Two weeks (10 days) of Personal Time Off (PTO) per year
- Employee discount at Helping Captives Thrift Store