

Discovery House Family Violence Prevention Society

POSITION TITLE:	Stewardship & Volunteer Officer
REPORTS TO:	Director, Campaign & Development
POSITION TYPE:	Full Time
FLEXIBLE WORK:	Eligible
LOCATION:	Calgary, AB
SALARY RANGE:	The salary range for this position starts at \$ 55000.00 Actual salary will be determined based on the candidate's relevant years of experience and educational qualifications
JOB CLOSING DATE:	Until a suitable candidate is found

What We Do:

Discovery House Family Violence Prevention Society provides a continuum of care and integrated wrap-around services to women and their children fleeing domestic violence. We facilitate transitional housing and offer longer-term, safe places for women and children to call home while they begin to rebuild their lives. Discovery House is about hope and healing using trauma-informed care practices.

What Our Employees Love:

- Three weeks of vacation to start.
- Eligible positions can work from home up to 3 days per week with our Flexible Work Policy.
- Additional time off including Wellness Days, Professional Development Days, and Sick Days.
- Benefits Package and Employee and Family Assistance Program.
- A dog friendly workplace.
- We observe all Statutory Holidays (including the optional ones), and employees may substitute religious holidays for celebrations that are relevant to their cultural identity.
- Committees including Health & Safety, Equity, Diversity & Inclusion, Indigenous; and Social Wellness.
- A 2SLGBTQ+ welcoming environment.
- Potlucks, celebrations, work-life balance, and plenty of fun.
- Being a part of a reputable not-for-profit organization (6-time winner of Top 100 Rated Charities in Canada!)

We are building towards an inclusive and equitable workplace that reflects the diversity of the communities we live in, creating the opportunity for every employee to reach their potential. We welcome applications from people in all underrepresented groups, believing we are at our best when everyone has a seat at the

table. If you have some but not all the qualifications for the position, but are willing to learn, we invite you to apply. Accommodations are available upon request throughout every stage of our recruitment process.

Join our team and be part of a transformative organization committed to ending domestic violence. As advocates of **Empowerment**, we believe in unlocking the potential in every individual, fostering resilience, and empowering positive change. Our **Tenacious** spirit drives us to get things done and make a lasting impact, while our commitment to **Inclusion** ensures that everyone belongs and is welcomed in our community. Embracing **Curiosity**, we continually learn, innovate, and adapt to break the cycle of domestic violence. Through **Collaboration**, we build strong connections and work collectively to create a safer, more equitable world for all. If you're passionate about making a difference, join us in our mission to empower, thrive, and create positive change together.

What You'll Do:

Reporting to the Director, Campaign & Development, the Fundraising Stewardship & Volunteer Officer is responsible for strengthening relationships with donors and volunteers by developing and implementing engagement and recognition strategies that build loyalty and community support. This role ensures donors and volunteers feel valued, informed, and connected to the mission, helping to build a strong culture of philanthropy and service.

Donor Stewardship & Engagement

- Implement all stewardship program elements including the recognition matrix, the long-term stewardship program and naming opportunities.
- Develop and implement stewardship strategies for donors at all levels, with a focus on mid-level and major donors.
- Create and manage timely and meaningful donor communications (impact reports, thank-you letters, personalized updates).
- Plan and coordinate donor recognition events, tours, and impact-focused experiences.
- Collaborate with program teams to gather stories and impact data for donor reporting.

Volunteer Management & Engagement

- Develop a corporate volunteer program that identifies opportunities for corporate employee engagement.
- Recruit, screen, onboard, and match volunteers to appropriate opportunities.
- Maintain accurate volunteer records and ensure compliance with policies and procedures.
- Develop and coordinate volunteer orientation and training programs.
- Recognize and celebrate volunteer contributions through communications, events, and recognition campaigns.
- Serve as the primary point of contact for volunteers, providing ongoing support and engagement.
- Work with program and fundraising staff to align volunteer efforts with organizational needs.

Reporting & Communications

- Prepare impact reports and storytelling materials that demonstrate the value of donor and volunteer contributions.
- Develop newsletters, updates, and other materials to keep donors and volunteers informed and connected.

Relationship Management Tracking

- Maintain accurate records in the donor and volunteer management systems (e.g., CRM and volunteer database, Donor Perfect experience an asset).
- Track engagement, preferences, and stewardship activities to ensure a personalized approach.

Recognition Programs

- Coordinate and maintain donor and volunteer recognition programs (e.g., annual thank-you events, giving societies, volunteer awards).
- Manage donor and volunteer acknowledgment on websites, social media, and physical displays as appropriate.

Other Duties

- Other relevant duties as assigned.

This role primarily operates during morning and afternoon hours. However, occasional evening or weekend work may be required to support events. We value flexibility and collaboration to ensure our services meet community needs.

What You'll Bring:

- Post-secondary degree in non-profit management, marketing, business administration, communications, or a related field, or an equivalent combination of education and experience
- Minimum of 2–4 years of experience in donor relations and/or volunteer coordination.
- Experience with CRM or donor databases and volunteer management platforms.
- Familiarity with the organization's mission, programs, and values.
- Familiarity with fundraising best practices and donor privacy standards is an asset
- Strong interpersonal and communication skills.
- Excellent written and verbal communication skills, including brief writing.
- Organized, self-motivated, and goal-oriented with strong attention to detail.
- Ability to work independently and collaboratively in a mission-driven environment.
- Experience working with volunteers in a nonprofit setting is an asset
- CFRE certification or working toward it is an asset.
- Knowledge and understanding of CRM systems and volunteer management (DonorPerfect experience is an asset).
- Valid driver's license and reliable vehicle required, accompanied by a minimum of \$2 million liability insurance coverage

The successful candidate will be required to complete a Criminal Record and Vulnerable Sector Check and an Intervention Record Check.

TO APPLY:

To apply, please **email** your resume and cover letter to careers@discoveryhouse.ca with the job title in the subject line. Along with your application, we'd love to hear your thoughts! In your own words, please include a brief response to the following question:

What do you believe should be included in a stewardship plan, and how would you engage local businesses in a meaningful volunteer program?

We kindly ask that applications are sent by email only, as we are not accepting applications through third-party job sites. Applications submitted in any other way may not be considered.

We appreciate your interest in joining our team. Only those shortlisted for next step will be contacted.

In the spirit of reconciliation, we acknowledge that we live, work, and play on the traditional territories of the Blackfoot Confederacy (Siksika, Kainai, Piikani), the Tsuut'ina, the Iyârhe Nakoda Nations (Bears paw, Chiniki, Goodstoney), the Métis Nation of Alberta, District 5 & 6, and all people who make their homes in the Treaty 7 region of Southern Alberta.