Opportunity description: Fundraising Coordinator

Full time (37 hours per week) $51,000 plus benefits

Serenity Renewal for Families is seeking a passionate and organized Fundraising Coordinator to join our dynamic team to help shape a best-in-class donor experience. Supported and mentored by the Executive Director, this role's primary focus is on donor relations and grant writing. As with all members of the Serenity Renewal for Families team, the coordinator also participates in program delivery, reflecting the organization's continued growth and commitment to operational excellence in support of our mission, vision, and values.

As a trusted partner across the team, the Fundraising Coordinator will foster strong relationships, deep engagement, and help build organizational capacity allowing Serenity Renewal for Families to make a greater impact in the communities we serve.

If you – or someone you know – want to be part of an organization that supports individuals and families in recovery from addictions, with ample opportunity to grow as a fundraising professional, we encourage you to apply.

Key Responsibilities

Time Allocation

Time allocations are intended as an estimated and fluctuate based on a variety of factors including holidays, events, application deadlines, and programming needs.

Donor relations and administration **30%**

- Lead donor management; receive donor calls/correspondence, process payments, maintain payment methods, support donors through troubleshooting and issues resolution, incorporate personal touches and messages of thanks in every interaction.
- Enhance donor relationship records; leverage fundraising applications for records management; set up new donor profiles, log touchpoints, capture motivations and details that aid in relationship development, involve the Executive Director in stewardship at established thresholds.
- Analyze donor data; identify trends, opportunities, and donor retention rates; develop recommendations and re-engagement action plans.
- Execute receipting processes; ensure full compliance with CRA receipting standards, internal audit controls, and donor data privacy legislation; process

receipts for a variety of donations including one time/ annual “cash” donations, stock transfers, gifts in-kind, etc.; prepare receipting reports for bookkeeping purposes.
- Follow established standards of practice for handling exceptions such as refunds, duplicate transactions and donor corrections.
- Participate in continuing professional development opportunities

Grant and funding application management **20%**

- Research and prospecting; identify granting opportunities from government, corporate, and foundation sources that align with SRF mission and strategy.
- Lead proposal project management; attend required information/training sessions based on funder criteria; draft, edit, and assemble additional resources for grant applications; collaborate with team members to draft project narratives and budgets; follow established internal review processes; submit applications; follow the established external approval process; report on outcomes.
- Support compliance and monitoring; support Executive Director and bookkeeper as required; track active grants and their reporting requirements; ensure funds are allocated as required by the funding agreement; prepare and submit timely reports based on funder requirements.
- Participate in stakeholder relations; participate in networking activities; track trends in corporate giving to identify potential opportunities; develop relationships with community partners and funders; share success stories and build community understanding of Serenity Renewal for Families.
- Maintain meticulous records; establish a database of information for use in the application processes; develop campaigns and pitches that bridge the work of Serenity Renewal for Families to various social causes.

Special events and community outreach **10%**

- Support special events and third-party fundraising events; liaise with stakeholders and sponsors to establish requirements and intended outcomes; act as the main point of contact throughout the planning process; establish clear expectations of parties involved; communicate details of special events internally and participate in development of marketing content and tools as required.
- Expand awareness of Serenity Renewal for Families; leverage relationships to identify opportunities; participate in community outreach initiatives; act as a SRF brand ambassador to raise awareness and foster trust; represent SRF at community functions.

- Engage in public speaking and community education opportunities; speak to a variety of stakeholders about Serenity Renewal for Families mission, programs, and impact; cater presentations to the intended audience and outcomes.

Programming support **20%**

All members of the SRF team participate in the provision of direct services. This is a key opportunity to ensure a deep understanding of Serenity Renewal for Families that a success in other aspects of the Fundraising Coordinator's role while creating capacity for the larger team to meet strategic goals. Key opportunities to be involved include:

- Moderating adult educational workshops
- Participation in the delivery of in-school our preventative Rebound program, and
- Supporting youth camps (if interest and skills fit)

General Administration **20%**

- Act as first point of contact for client receipts; data entry; resolving payment issues; addressing client concerns; work within the client database.
- Support program and KPI reporting
- Participating in team building and development activities.
- Additional duties as assigned

Competencies

Ethical judgement and confidentiality: Exercises sound judgement when handling donor, client, and organizational information; maintains confidentiality, respects consent, and recognizes when to seek guidance or escalate concerns.

Planning and prioritization: Coordinates competing deadlines, donor commitments, grant applications, and program responsibilities; anticipates dependencies and flags capacity constraints early.

Persuasive writing and storytelling: Translates program information and outcomes into clear, compelling proposals and donor communications while preserving accuracy and the dignity of those served.

Digital and data stewardship: Uses fundraising systems and reporting tools effectively; maintains reliable records and follows established access, security, and information-handling procedures.

Initiative and resourcefulness: Identifies opportunities, researches solutions, and improves processes while working within established authority and approval requirements.

Collaboration and flexibility: Works across fundraising, programming, and administration to gather information, coordinate activities, and deliver shared outcomes. Recognizes that the working hours of the Fundraising Coordinator may not reflect a traditional full-time work week and will require some evenings and weekends.

Education and Experience

- Minimum of a 2-year college degree in fundraising or a related field
- Minimum 1 year working in fundraising
- Understanding of non-profit settings
- Applied knowledge of databases

Qualifications and Skills

- Understanding of **donor-centered fundraising** principles
- Experience with **gift processing and donor experience management**
- **Grant writing experience**
- Strong organizational skills with the ability to multitask effectively
- Experience managing a donor database (Bloomerang experience an asset)
- Experience working with youth is considered an asset

If interested, please send your resume and covering letter to nleslie@serenityrenewal.ca

Resumes will be considered on a rolling basis until the position is filled. Therefore, please submit ASAP.