



# Terms of Reference

<b>Position:</b>	Donor Services Assistant – Summer Intern
<b>Organization:</b>	Focus Humanitarian Assistance Canada
<b>Location:</b>	Toronto, Ontario
<b>Application Deadline:</b>	July 15 <sup>th</sup> , 2024

## Background

Focus Humanitarian Assistance (FOCUS) Canada is recruiting a Donor Services Assistant – Summer Intern to provide support with donor services and fundraising activities, based in Toronto, Ontario.

Reporting to the Donor Services Coordinator, the intern will provide support to plan, coordinate, and execute fundraising activities to support the objectives of FOCUS. Through superior communications, the intern will support to build and maintain relationships with donors, sponsors, and supporters leading to effective and efficient donation collections and ensure smooth functioning of all donor related activities, including timely and accurate handling of donor inquiries, data management and donor stewardship.

## Key Responsibilities

- Assist to prepare monthly collections report and reconcile collections with pledges on a monthly basis.
- Follow-up with donors for any rejected payments (cheques, credit & direct debit).
- Keeping track of all the changes and updates of donor information.
- Proactively approach donors for expiring credit or debit cards and update the information on a timely basis to avoid missing payments.
- Distribute and keep track of bank deposit books at each JK level.
- Communicate with the Regional and Local coordinators for tracking all the forms, reconcile and account for any missing.
- Work with finance team on banking, reconciliation, and other financial reporting matters.
- Assist with audit activities including filing, scanning forms, and keeping safe custody of all old and new forms.
- Assist to implement fundraising strategies and action plans in collaboration with the fundraising team and senior management.
- Support with the preparation of fundraising events, campaigns, and activities.
- Cultivate and maintain relationships with existing and potential donors, ensuring timely and personalized communication.
- Research fundraising trends, best practices, and potential funding sources to stay updated on the latest fundraising techniques.

- Collaborate with marketing and communication teams to promote fundraising events and initiatives through various channels.
- Coordinate with staff involved in fundraising activities.
- Monitor and evaluate the effectiveness of fundraising activities and provide regular reports to the management team.
- Ensure compliance with legal and ethical standards in fundraising activities.

## Candidate Profile

### Education

- Graduate/Undergraduate/Diploma Holder preferably in relevant field (such as non-profit management, marketing, or business administration).
- Additional education and/or relevant work experience, including institutional experience is an added advantage.

### Attributes and Skills

- Understanding of or experience in fundraising, sales, or related field.
- Ability to effectively manage multiple responsibilities and collaborate closely with teams of professionals and volunteers in a cross-sectoral and inter-disciplinary environment.
- Compassionate, relationship-oriented, and client-centered.
- Strong organizational and project management skills.
- Ability to prioritize, be flexible, make quick decisions, and execute in the face of ambiguity.
- Comfortable working in a volunteer-led and resourced institutional infrastructure.
- Knowledge of fundraising software and tools such as Raiser's Edge (RE).
- Understanding of ethical fundraising practices, fundraising cycles, donor-centric fundraising, and legal regulations related to fundraising activities.

### Location

- Toronto, Ontario.

### Languages

- Fluent in speaking, reading, and writing English.
- Understanding of other languages is an added benefit.

### Minimum Requirements

- Completed background check (Police Records Check Clearance).
- Candidate must already have legal authorization and documentation to work in Canada.
- Candidate must be able to reliably commute to 49 Wynford Drive, Toronto, ON.

## About FOCUS Canada

FOCUS Canada is part of a group of private, international, non-denominational agencies that cooperate voluntarily to prevent and alleviate human suffering and deprivation caused by man-made and natural disasters. FOCUS Canada conducts this work within a framework of ethical values that include humanity, compassion, caring, tolerance, pluralism and dignity of mankind.

FOCUS Canada strives to excel as a community-based emergency humanitarian assistance organization capable of delivering an effective number of programs and projects that save and protect lives, alleviate suffering and deprivation, facilitate refugee resettlement and repatriation, and facilitate disaster risk reduction measures.

As an agency of the Council for Canada FOCUS Canada works alongside the National Council and agencies of the AKDN globally where longer-term development is viable and sustainable after a social crisis.

FOCUS Canada's goals and strategic priorities include:

- Resource mobilization through innovative fundraising initiatives centered on donor stewardship and effective communication to FOCUS' constituency group.
- Lead the development of Disaster Management activities in Canada ensuring the safety and security of communities from natural and man-made disasters thus creating and promoting a culture of a resilient community.
- Develop human resources (staff and volunteers) to ensure the right people are effectively engaged.
- Develop and maintain strong external relationships and partnerships with relevant groups in the areas of Refugee Resettlement, Emergency Management and Disaster Response.

**Stipend will be commensurate with experience and will be negotiated at the time of hiring.**

Interested candidates should submit their resume (with three references) along with a cover letter, outlining their relevant experience, and why they feel they are a good candidate for this position to:

**E-mail:** [focus.canada@focusha.org](mailto:focus.canada@focusha.org)

**Subject line:** Donor Services Assistant – Summer Intern

**Deadline for submission:** July 15<sup>th</sup>, 2024

***Only those shortlisted for an interview will be contacted.***