

Palmer Home for Children Annual Giving and Volunteer Manager

Organization

Palmer Home provides superior care for children while introducing the love of God through our service to each individual child.

Position

The Annual Giving and Volunteer Manager supports Palmer Home's fundraising and community engagement efforts by managing annual giving strategies, donor engagement, volunteer recruitment, and community outreach. This position is responsible for strengthening donor acquisition, retention, stewardship, recurring giving, and lower-level donor engagement, while using the CRM to support donor segmentation, donor journey communications, and data-informed follow-up. The role also helps connect community partners, and volunteers to meaningful opportunities to give, serve, and engage with Palmer Home.

The Annual Giving and Volunteer Manager reports to the Sr. Director of Community Partners & Annual Gifts under the supervision of the VP of Development.

Responsibilities

Annual Giving and Donor Engagement

- Support the planning and execution of annual giving strategies for donors \$999 and under, with emphasis on donor acquisition, retention, reactivation, stewardship, and upgrade opportunities.
- Manage day-to-day engagement for lower-level annual gift donors, including donor follow-up, stewardship touchpoints, recurring gift communication, lapsed donor outreach, and personalized donor care.
- Use the CRM to maintain accurate donor records, segment donor audiences, track engagement activity, and support data-informed annual giving efforts.
- Coordinate CRM-based donor journey communications and automations, including welcome series, thank-you/stewardship touches, recurring donor communications, lapsed donor outreach, and campaign follow-up.
- Monitor annual giving activity and provide regular updates on donor retention, acquisition, recurring giving, lapsed donor recovery, campaign response, and upgrade opportunities.
- Oversee the growth and engagement of the monthly giving program through donor communication, stewardship, renewal, and upgrade efforts.
- Manage the cultivation and stewardship of third-party/community events and campaigns, ensuring participants receive timely support, follow-up, and recognition.
- Solicit and steward lower-level event sponsors, including payment follow-up, benefit fulfillment, recognition, and sponsor experience.
- Identify donors who may be ready for increased engagement and coordinate appropriate next steps with development leadership or major gift staff.

Community Engagement

- Identify and help secure local speaking engagement opportunities for the Senior Director of Community Partners, while representing Palmer Home at community functions as needed. Work with community groups to build and promote awareness of Palmer Home both as a resource for families in need, but also as a recipient of service opportunities.
- Communicate direct care needs of our children and staff to willing community partners to secure donations that fall within the General Operating budget.

Volunteers

- Recruit, train, manage the volunteer CRM, maintain ongoing communication, and oversee appropriate recognition of all volunteers. This includes regularly updating the database with volunteers from other areas of the organization, such as fundraising event volunteers, campus projects, mentors, foster care, family care, and respite caregivers.
- Make volunteer referrals to the Events Manager for event needs, Operations Team for campus projects, or Children's Services Team for needs such as mentors, foster etc.
- Promote and coordinate opportunities for civic groups, community partners, and organizations to tour and visit the Wellness Center/Palmer Home Campus and to participate in volunteer opportunities with events, campus projects and children's services needs.

Qualifications

- Bachelor's degree preferred
- Minimum of 2-4 years of applicable experience in development, donor relations, community engagement, volunteer management, or related work.
- Fundraising, donor engagement, annual giving, or nonprofit CRM experience are strongly preferred.
- Experience using a donor CRM to manage constituent records, donor segmentation, donor communications, activity tracking, or automated donor journeys preferred.
- Excellent writing/editing and verbal communication skills
- Excellent time management, interpersonal, decision-making, presentation/public speaking, and organizational skills
- Strong planning and project management skills; ability to prioritize tasks to meet deadlines
- Able to work collectively with all constituent groups, including staff, board members, volunteers, donors, program participants, and other supporters
- Self-starter, able to work independently, and collaboratively; enjoys creating and implementing new initiatives
- A strategist who can anticipate and support the needs of both internal and external audiences
- Experience in producing a variety of communications using print, electronic, social media as well as personal communications
- Prioritizes multiple expectations based on the organization(s) strategy and goals, providing focus and expectations for the team

- Must be in agreement with the Palmer Home for Children Statement of Christian Beliefs and demonstrate a strong commitment to Christ consistent with the mission of Palmer Home status as a non-profit religious organization

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be a comprehensive listing of activities, duties or responsibilities that are required of this position.

Palmer Home for Children is committed to maintaining a workplace and culture that reflects dignity, respect, belonging, and compassion for all people. Job descriptions and employment practices will use inclusive language and demonstrate our commitment to equity, diversity, and inclusion, aligned with our mission, values, and Whole Child Initiative approach. We strive to ensure language is trauma-informed and sensitive to the cultural, socioeconomic, and lived experiences of the children, families, and communities we serve. Through a relationship-centered model of care, we seek to create environments where children, families, and staff feel safe, valued, and supported. To support continued alignment with best practices, organizational needs, and accreditation standards, job descriptions will be reviewed and updated regularly.

Job Type: This is a full-time salaried/exempt position. Salary is commensurate with experience. Remote/hybrid schedule with flexibility to work remotely, while maintaining regular in-person presence for community engagement, meetings, tours, and events as agreed upon with the manager.

Location: Memphis Metro Area or North Mississippi preferred.

Salary: starting at \$52,000

How to Apply: [Visit this Link to Apply](#)