



JOB TITLE: Development and Communications Manager

DEPARTMENT: External Affairs

REPORTS TO: Director, External Affairs

FLSA Status: Exempt/Full-time

REVISION DATE: June 17, 2026

SALARY: tbd

ABOUT ROBERTA'S HOUSE

Roberta's House is a grief-support nonprofit providing safe spaces for healing to children, families, and communities affected by loss and trauma. We advance hope, resilience, and dignity through the delivery of high-quality, trauma-informed, grief-responsive, and evidence-based clinical services in full compliance with federal, state, and local regulations, accreditation standards, and professional ethical guidelines.

ORGANIZATIONAL CULTURE and EXPECTATIONS

As a growing nonprofit with limited administrative support, Roberta's House relies on managers to be both strategic leaders and active contributors. Managers are expected to assist with day-to-day implementation, fundraising, events, communications, and operational activities as needed. Flexibility, initiative, and a hands-on approach are essential.

POSITION SUMMARY:

The Development and Communications Manager serves as a senior member of the External Affairs team and plays a key role in advancing Roberta's House's fundraising, donor engagement, grants management, communications, marketing, and community engagement strategies. The position integrates development and communications functions to strengthen philanthropic support, increase public awareness, enhance stakeholder engagement, and advance the organization's mission and strategic priorities.

Working closely with the Director of External Affairs, the Executive team and community partners, the Development and Communications Manager supports annual fundraising initiatives, donor stewardship, grant development, digital engagement, brand management, strategic communications, and public relations activities designed to increase revenue, strengthen relationships, and expand organizational visibility.

SUPERVISORY RESPONSIBILITIES

- Supervises interns, volunteers, youth facilitators, and temporary staff, as assigned
- Provides training, coaching, and oversight for assigned staff and volunteers
- Supports volunteer engagement and leadership development initiatives

ESSENTIAL DUTIES AND RESPONSIBILITIES

Development and Fundraising

- Supports implementation of annual fundraising, donor engagement, and resource development strategies
- Contributes to departmental fundraising goals of \$2,000,000 or more annually
- Implements donor stewardship, moves management, and relationship-building strategies for annual, recurring, major, planned, corporate, foundation, and government funding sources

- Coordinates fundraising campaigns, donor appeals, sponsorship initiatives, giving days, peer-to-peer fundraising efforts, and stewardship activities
- Conducts prospect research, donor segmentation, and pipeline development activities
- Supports major donor cultivation and stewardship efforts
- Maintains the integrity of donor and fundraising data systems, including gift processing, reporting, campaign tracking, pledge management, and data quality assurance
- Develops fundraising reports, dashboards, and performance metrics to support data-informed decision-making
- Supports planning and execution of fundraising events and donor cultivation activities

Communications, Marketing, and Public Relations

- Develops and implements strategic communications and marketing initiatives that advance organizational goals and increase public awareness
- Oversees content development for newsletters, annual reports, fundraising campaigns, websites, social media platforms, presentations, and promotional materials
- Manages digital engagement activities, including email marketing, social media management, website content updates, and audience engagement strategies
- Monitors communications analytics and engagement metrics to evaluate performance and inform outreach strategies
- Supports media relations, public awareness campaigns, storytelling initiatives, and community engagement efforts
- Develops compelling impact stories and donor-centered communications that highlight organizational outcomes and community impact
- Ensures consistency of organizational messaging, branding, visual identity, and communications standards across all platforms
- Collaborates with program staff to communicate organizational impact, program outcomes, events, and strategic priorities to internal and external audiences

Grants and Institutional Funding

- Researches, identifies, and coordinates grant, contract, sponsorship, and institutional funding opportunities aligned with organizational priorities
- Supports proposal development, submission, reporting, compliance monitoring, and funder stewardship activities
- Maintains grants management systems, reporting schedules, compliance documentation, and funding calendars
- Collaborates with program, finance, and leadership staff to gather data and prepare narratives, reports, budgets, and outcomes documentation
- Monitors grant deliverables and reporting requirements to support compliance with funder expectations

Conferences, Events, and Public Engagement

- Provides project management, logistical coordination, stakeholder communications, and sponsorship support for conferences, summits, fundraising events, volunteer initiatives, and public engagement activities
- Coordinates participant communications, registration management, sponsor fulfillment, vendor relations, event logistics, and post-event evaluation activities
- Supports planning committee activities and meeting coordination
- Collaborates with organizational leadership, government agencies, community partners, planning committees, and external stakeholders to support successful implementation of major organizational convenings
- Assists with event marketing, participant recruitment, sponsorship fulfillment, and community outreach efforts

Leadership and Operations

- Serves as the department's deputy and assumes delegated responsibilities in the Director's absence
- Supports implementation of departmental work plans, strategic initiatives, and operational priorities
- Collaborates across departments to advance organizational priorities and resource development efforts
- Supports Board Development Committee activities and related reporting

- Coordinates with Finance to support fundraising reconciliation, audits, and financial reporting requirements
- Maintains electronic records and document management systems related to fundraising, grants, contracts, and communications
- Assists in preparing reports, presentations, briefing materials, dashboards, and board materials
- Supports continuous improvement of fundraising, communications, and operational systems, processes, and workflows
- Performs other duties as assigned

QUALIFICATIONS

Required Qualifications

- Bachelor's degree in Nonprofit Management, Communications, Marketing, Public Administration, Business Administration, Public Relations, or a related field
- Five to seven years of progressively responsible experience in fundraising, donor relations, communications, marketing, grants management, nonprofit administration, or related fields
- Demonstrated experience managing multiple projects, priorities, and deadlines in a fast-paced environment
- Strong written, verbal, interpersonal, presentation, and relationship-management skills
- Strong analytical, organizational, and project management skills with exceptional attention to detail
- Demonstrated proficiency with Microsoft Office Suite, Google Workspace, CRM systems, and digital communications platforms

Preferred Qualifications

- Master's degree in a related field
- Certified Fund Raising Executive (CFRE) credential or progress toward certification
- Experience utilizing donor management and CRM platforms such as DonorPerfect, Salesforce, Raiser's Edge, Bloomerang, or similar systems
- Experience with fundraising analytics, donor segmentation, prospect research, donor lifecycle management, and moves management strategies
- Experience managing email marketing platforms, social media management tools, website content management systems, and digital fundraising initiatives
- Experience coordinating grant proposals, grant reporting, sponsorship programs, fundraising campaigns, and donor cultivation activities
- Familiarity with nonprofit financial reporting, fundraising compliance requirements, and charitable solicitation best practices

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

- Work is primarily performed in an office environment with occasional off-site meetings, events, and community activities
- Ability to travel locally, as needed
- Ability to occasionally lift and transport materials weighing up to 25 pounds
- Ability to work occasional evenings and weekends in support of fundraising, community engagement, and organizational initiative

To apply: Interested candidates should submit a cover letter, resume, and three professional references to HR@RobertasHouse.org. Applications will be reviewed on a rolling basis until the position is filled.

Roberta's House is an equal opportunity employer and is committed to creating an inclusive workplace that values diversity and promotes equity.