



Job Description

TITLE: Communications Officer (CO)
DEPARTMENT: Development
REPORTS TO: Donor & Engagement Director (DED)
WORK LOCATION: Sheltering Wings, some remote, flexible schedule
DIRECT REPORTS: None
SALARY: \$56,659.20 - \$61,796.80 (Exempt) Full-time 40 hours/week

POSITION OBJECTIVE: At Sheltering Wings (SW), our services for survivors escaping domestic abuse are reliant on a competent and compassionate staff, adaptable operations and welcoming practices. The Communications Officer (CO)'s primary responsibility is to develop effective messaging and strategies that communicate the work of Sheltering Wings with a broad spectrum of stakeholders including: the community, media, donors, churches, schools, and those served in and outside of the physical domestic violence shelter at Sheltering Wings. The CO is responsible for utilizing a variety of marketing channels including but not limited to mass media, print pieces, website, events, social media and others.

ROLES & RESPONSIBILITIES:

Specific Duties:

- Oversee, implement, and measure all written and digital communications strategies to raise awareness, share and secure resources, equip survivors and their families, and invite engagement with Sheltering Wings and our mission.
- Manage long and short-term communications calendars, projects and tasks including social media, digital marketing materials, video content, advertisements, emails, brochures, case statements, resource cards, special initiatives, and others.
- Support internal communications needs for direct service staff such as curriculum, forms, worksheets, signage, etc.
- Utilizing a multi-channel approach (email, calls, in person meetings & speaking events) build and foster media and community relationships that promote the mission of Sheltering Wings and serve survivors of abuse.
- Oversee and execute strategy for donor appeals and stewardship communications, through direct mail, email, social media and other channels.
- Oversee the promotion and marketing of events and create event-specific materials such as signage, videos and others; in collaboration with proper staff.
- Oversee and maintain SW website ensuring it's the best possible resource for survivors, families and the community we serve.
- Collaborate with team on outreach initiatives such as third-party events, speaking engagements, booths and outreach events.
- Stay current with social, political, and cultural issues regarding domestic violence, shelters and services available to victims, best practices, and social media strategies for education and awareness.
- Ensure that all marketing/communications are person-centered and invite support for the work of Sheltering Wings as appropriate.

QUALIFICATIONS FOR THE POSITION

Required:

- Bachelor's degree in communications, non-profit administration, business administration, management, or similar field with 3+ years' experience working in a structured organization.
- In lieu of a degree, 5+years' experience working in a structured organization.
- 3+ years' experience working in Communications, Marketing or similar field.
- Proven proficiency in all Office 365 Products and ability to learn new software.
- Excellent interpersonal skills.
- Great visual and written storytelling skills
- Proven experience in a professional environment requiring organizational, computer, written, and oral communication skills.
- Ability to work some evenings and weekends, as required.
- Ability to multi-task, delegate, and prioritize tasks.
- Must have valid a valid driver's license.
- Honor SW Mission, Vision and Statement of Faith.

- Must maintain composure and professionalism in highly stressful situations and balance multiple priorities effectively.

Preferred, but not required:

- Prior experience with donor and/or client CRM (Raisers Edge, ClientTrack).
- Prior experience with Word Press
- Prior experience with adobe creative suite/creative cloud
- Prior experience with video creation/editing

The above description covers the most significant duties performed to fulfill the mission of SW, but does not restrict leadership's right to assign or reassign other reasonable duties, responsibilities, or expectations to this job at any time, with or without advance notice. The information contained in the job description is for compliance with the American with Disabilities Act and is not an exhaustive list of the duties performed for this position. Additional duties are performed by the individual currently holding this position, and additional duties may be assigned.

Physical Requirements of Position:

Must be able to sit and stand for extended periods of time as well as have the ability to walk or move about the grounds of the shelter as needed. Must be able to operate vehicle for travel to and from community meetings in Central Indiana, with access to provide own transportation. While performing the duties of this job, the employee is regularly required to communicate, converse with others, express oneself and exchange information. Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

Equal Employment Opportunity Statement:

SW is an equal opportunity employer. We prohibit discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, genetic information, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws.

Status: Full-time Non-Exempt

Approved by: Donor & Engagement Director

Created: June 2025; updated 4/29/26