Position title: Communications and Partnerships Lead
Department: Development
Reports to: Development Manager
Works closely with: Development team; program managers; executive director; community coordinator.
Position Type: Full-Time
Location: Remote, with travel for meetings with partner and events as needed

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About HEAL Palestine
HEAL Palestine is a US-registered humanitarian organization delivering urgent and long-term support to Palestinian children and families through four pillars: Health, Education, Aid, and Leadership — with a focus on children who are injured, orphaned, or living with amputation. The South Gaza office is both a working space for field teams and a community space. Its facilities, including a swimming pool, serve as a place for children's activities.

Overview of the Position

The Communications and Partnerships Lead drives the relationships and communications that sustain HEAL Palestine's work. Reporting to the Development Manager, this role covers two interconnected areas: producing and distributing targeted donor and community communications, and managing the full lifecycle of external partnerships and supporter relationships. The Lead works across teams to gather program data, translate it into compelling content, and communicate with external partnerships to develop productive relationships that benefit HEAL Palestine’s fundraising and awareness.

Key Responsibilities

1. Communications and Donor Reporting

- **Targeted Communications**
    - Segment donor and supporter lists by program interest, community, giving history, and relationship type to ensure every communication reaches the right audience with relevant content.
    - Develop and maintain a communications calendar in coordination with the Development Manager, covering newsletters, program updates, campaign follow-ups, and seasonal appeals.
    - Draft and distribute community-specific updates that speak directly to the priorities and interests of distinct supporter groups, including diaspora networks, faith communities, and institutional partners.
- **Newsletters and Program Updates**
    - Produce regular newsletters and program-specific updates for donors and supporters, translating field data and program outcomes into accessible, mission-aligned content.
    - Coordinate with program staff to gather accurate, timely information, stories, and photos that bring HEAL's work to life for external audiences.

    - Ensure all communications reflect HEAL's voice, brand standards, and editorial quality before distribution.
- **Outreach and Stewardship Materials**
    - Create supporting materials for outreach, events and stewardship, including impact one-pagers, case studies, acknowledgment letters, and campaign copy, in collaboration with the Development team.

2. Partnerships, PR, and Supporter Engagement

- **Existing Donor and Partner Stewardship**
    - Serve as a consistent point of contact for community partners, corporate donors, faith organizations, diaspora networks, and grassroots supporters, keeping relationships active and growing.
    - Work with the Development Manager to manage and steward individual, major, and institutional donors through the giving ladder, coordinating communications, recognition, and impact reporting.
    - Support corporate and matching-gift acknowledgment, ensuring donors receive timely confirmation and recognition of their contributions.
    - Track partner commitments, communication history, and next steps in HEAL's CRM, maintaining clean and current records at all times.
- **New Partnership Development and Special Campaigns**
    - Research and identify prospective corporate sponsors, community partners, and high-profile supporters whose values and audiences align with HEAL's mission.
    - Prepare outreach materials, sponsorship packages, and partnership proposals in coordination with the Development Manager.
    - Manage new partnerships through the full relationship lifecycle, from initial outreach through activation, recognition, and renewal.
    - Identify and approach ambassadors, public figures, and high-profile supporters who may champion HEAL's cause, coordinating their involvement with discretion and in close partnership with the Communications team.

3. Cross-Team Collaboration, Reporting, and Records

- **Data Collection and Report Production**
    - Work across Development and Programs teams to collect the stories, data, photos, and field updates needed for donor reports, grant updates, and campaign content.
    - Assist in drafting and compiling donor-facing impact reports, ensuring accuracy, timeliness, and alignment with HEAL's voice and brand.
    - Partner with program directors and country leads to ensure fundraising asks and impact updates are grounded in real, current program outcomes.

- **Records and CRM Maintenance**
    - Maintain accurate, up-to-date records for all donors, partners, sponsors, and ambassadors in HEAL's CRM, tracking giving history, interactions, preferences, and next steps.
    - Track fundraising income, pledges, and partnership commitments to support accurate acknowledgment and reporting.
    - Prepare regular pipeline and activity updates for the Development Manager.

- Uphold HEAL's data-privacy, safeguarding, and code-of-conduct standards in all interactions.

Qualifications and Experience

- **Required**
  - Five or more years of experience in fundraising, development, communications, partnerships, account management, or a comparable relationship-driven role.
  - Proven ability to build and sustain relationships with a range of stakeholders, including donors, partners, sponsors, and community groups.
  - Excellent written communication skills, with experience producing donor-facing content, newsletters, and reports.
  - Strong organizational skills and the ability to manage multiple relationships, deadlines, and projects simultaneously.
  - Comfort with digital tools including CRM systems, email platforms, and project-management software (HEAL uses Google Workspace and Asana).
  - Genuine commitment to HEAL Palestine's humanitarian mission.
  - Warm, trustworthy relationship builder who communicates with clarity and adapts well across audiences and supporter types.
  - Organized, proactive, and collaborative; manages multiple relationships and deadlines with reliability and a genuine commitment to HEAL's mission.
- **Preferred**
  - Experience with corporate partnerships, sponsorships, or high-profile supporter engagement.
  - Familiarity with the communities HEAL serves and cultural fluency across HEAL's supporter base.
  - Additional language skills, particularly Arabic.

What Success Looks Like

In the first year, the Communications and Partnerships Lead will have built a consistent, well-organized communications cadence that keeps donors and supporters engaged and informed; deepened and expanded HEAL's portfolio of community, corporate, and high-profile relationships; and contributed meaningfully to at least one successful fundraising campaign. Specific 30-, 60-, and 90-day goals are set with the Development Manager during onboarding through HEAL's standard 1-3 Month Work Plan.

This job description does not contain a comprehensive listing of activities, duties, or responsibilities that are required of the personnel.

Only applications submitted through the official application link will be considered. Please apply using this link which is also included in the posting.

HEAL Palestine is committed to diversity and equality in employment and encourages qualified candidates from all backgrounds to apply.