



San Francisco Volunteer Engagement Coordinator San Francisco Bay Area, California Job Description

About There With Care

There With Care is a nonprofit organization dedicated to providing a wide range of meaningful and fundamental services to families and children during the critical phase of a medical crisis. Families with a child who has a critical illness are referred by medical social workers from local hospitals. There With Care builds support around families through a community of people and a network of services. Each family's services are individualized to ease their challenges of life's day-to-day obligations with compassion and care. There With Care was founded in 2005 and has service locations in Colorado, California and the Middle Tennessee Region.

The Role

The San Francisco Volunteer Engagement Coordinator educates and informs the San Francisco community about the experiences of families and children facing critical illness and the programs and services offered by There With Care. They engage individuals, families, group members and corporate employees in caring for families as volunteers and supporters. The team primarily focused on engaging community members as volunteers includes the Volunteer Engagement Director, the San Francisco Volunteer Engagement Coordinator, the Volunteer Engagement Coordinator for Family Support and lead volunteers. This team collaborates with the Program Department, Operations Department and the Development Department in support over 1,500 community members volunteering annually.

Working to Achieve the Mission, you:

- Cultivate new and existing relationships within the community that strengthens the community of care that surrounds families with children facing critical illness who are receiving treatment in San Francisco hospitals. This includes in-person, virtual, online and remote networking activities with individuals of all ages; families with diverse backgrounds; corporations and small businesses; philanthropy, service, faith and community groups; schools and colleges, and more.
- Offer, promote, facilitate and grow a diverse range of volunteer service opportunities and experiences that are meaningful to families facing critical illness and to community members.
- Orient, train, guide and support volunteers in performing their roles and responsibilities. This includes coordinating and facilitating Volunteer Trainings and Community Orientations, and sharing information in-person, online, virtually and remotely.
- Engage and support an increasing number of community members as Family Support Volunteers to provide direct support to families, including Family Deliveries of groceries and essential items.
- Participate in meetings and execute a wide range of administrative activities related to the recruitment and onboarding of community members as volunteers; the tracking of volunteer activities and hours; the collection and entry of data, and the production of informational materials and reports.
- Facilitate community members coming together for group activities, in-person and virtually, making care bags and other items for inclusion in the care packages going to families.
- Promote the coordination of donations drives in support of families receiving food and other essential items.
- Interact with community members with a high-level of individualized care and communication skills.
- Cultivate practices that reflect There With Care's core values, strategic plan goals and priorities; organizational policies, practices and procedures; performance plans, and legal obligations.

Qualities That Support Success:

- Passion for/experience with families and children facing critical illness or different service needs.
- 2+ years of experience in volunteer coordination or other client/customer-service focused role.
- High level of skills and comfort in public speaking, trainings and presentations to small and large size audiences.
- Experienced in cultivating relationships with individuals and families; employees; service, philanthropy, faith and community group members, and/or students.
- Demonstrated abilities in stimulating and engaging corporations, community organizations and/or schools in volunteer service.
- Outgoing, practices cultural humility, communicates well across cultures, and is committed to diversity, equity and inclusion.
- Highly organized with strong project coordination skills. Able to process large amounts of information, adapt to changing situations, and maintain focus to achieve desired outcomes.
- Initiative-taker and enthusiastic learner who takes initiative to anticipate opportunities and challenges and has a problem-solving approach.
- Tech savvy, proficient in MS Office (Word, Excel, Outlook and PowerPoint) and proactive in learning new software and platforms, including Salesforce, SignUp.com and VolunteerMatch.
- Comfort working in-person (with strict COVID-19 policies in place), virtually and remotely.
- Physical skills and ability to perform work that requires sitting, walking, bending, and lifting up to 35 pounds.

Compensation: Salary range \$52,000 - \$58,000, depending on experience. This is a full-time, exempt position.

Benefits: Comprehensive employee benefits package, including 100% company coverage for medical benefits. Generous vacation and sick leave provided.

Hours of work: Between 9:00am and 5:00pm, Monday through Friday; on Saturday mornings, and 2 evenings per month.

Locations: Based at SOMAcentral, Townsend Street, San Francisco (satellite office). Frequently at Family House (pantry location) and UCSF Benioff Children's Hospital in Mission Bay. Locations throughout the city for scheduled activities. In Redwood City (main office and warehouse) infrequently.

Travel: Requires a reliable vehicle, valid Driver License and current vehicle insurance. Must be willing to travel for scheduled trainings, orientations and meetings. (*Mileage over commute distance reimbursed*).

Criminal Background Check: This position requires a Criminal Background Check. We reserve the right to make employment contingent upon successful completion of a Criminal Background Check.

COVID-19: There With Care requires all employees to be vaccinated against the COVID-19 virus. There With Care will consider requests for exceptions to this policy when necessary to provide reasonable accommodation for an employee or applicant's disability or sincerely held religious belief or practice.

How to Apply: Submit a cover letter and resume to Lorraine Michelle, Volunteer Engagement Director, lorraine.michelle@therewithcare.org. Applications accepted on a rolling basis until position is filled.

There With Care is an Equal Opportunity Employer.

There With Care embraces diversity and is committed to creating a respectful and inclusive environment for all individuals. As a policy, There With Care does not discriminate based on race, color, religion, gender expression, economic status or national origin. There With Care is a community of people who care about all people, and that care includes people of color. Care for others runs through the fabric of There With Care and is a part of everything we do. As an organization, we are dedicated to being better listeners and to act on what we learn. We commit to finding ways to be more inclusive by strengthening our practice of equality for all, including those in need, regardless of race, color, religion, gender expression, economic status or national origin.