



## **Volunteer Coordinator, San Francisco Job Description**

There With Care's mission is to provide a wide range of meaningful and fundamental services to children and families during the critical phase of a medical crisis. We serve families referred by medical agencies, by building a network of services and people who ease the burden of life's day-to-day obligations with compassion and care.

There With Care's Volunteer Department engages considerate community members as active volunteers to help meet each family's essential needs and provide individualized care. This support helps families focus on what is most important, their child and one another.

To serve the increasing number of families at UCSF Benioff Children's Hospital in San Francisco, There With Care is seeking a Volunteer Coordinator to help grow and cultivate an active volunteer community in San Francisco that is reflective of There With Care's core values. There With Care's volunteers are individuals, families and groups.

### **Role**

The Volunteer Coordinator works with the Volunteer Director, and the Peninsula-focused Volunteer Coordinator to:

- Educate and inform community members in San Francisco about the experiences of families and children facing critical illness; the services offered by There With Care; and, the opportunities to participate and provide families with support as volunteers.
- Coordinate There With Care's volunteer community activities to advance There With Care's mission, and help meet the strategic goals of the organization and the Volunteer Department.

### **Responsibilities**

In compliance with all organizational policies, procedures, and practices the Volunteer Coordinator:

- Innately models, in words and actions, the care, thoughtfulness, compassion and support reflective of There With Care's core values.
- Listens to individuals, families and groups expressing an interest in volunteering; creates and develops opportunities for participation, and cultivates relationships that are meaningful and supportive to families, the organization, and volunteers.
- Facilitates Volunteer Trainings, and represents and professionally speaks about/presents on There With Care at various community and corporate events.
- Participates in the recruitment, orientation, training, coordination, nurturing, recognition and appreciation of community members as Family Support Volunteers; Pantry Organization Volunteers; Group Facilitators; Team Bake Chop Leads; Outreach and Events Volunteers, and more.
- Helps meet the fundamental needs of families by facilitating community and corporate volunteer groups making Care Bags/Kits and other essential items, in addition to stimulating community members to host Drives, and gift items as individuals and families.
- Supports the provision of comforting and nutritional food to families by leading Team Bake Chop sessions, and promoting the gifting of fresh produce and non-perishable food.
- Works to ensure that the Pantry in Mission Bay, San Francisco is a safe and functional working environment that is sufficiently stocked with items for families and all items are detailed in the inventory system.
- Actively participates in day-to-day operations to ensure that the care and gifts shared by the volunteer community are fully integrated into organizational processes. This includes tracking, documenting and entering into the database information on volunteer activity and hours, in-kind gifts, and generating accurate and timely reports.

## Qualities and Qualifications

- Has a strong interest in working within a non-profit organization, and is committed to the provision of fundamental and meaningful services to families and children facing critical illness.
- Has strong interpersonal skills: is friendly, approachable, non-judgmental, a good listener, and genuinely expresses gratitude.
- Is comfortable interacting with adults, teens, and children from different and diverse backgrounds, individually and in groups, and has the ability to handle challenging interpersonal situations.
- Has demonstrated experience in recruiting and engaging volunteers for a range of roles and responsibilities.
- Is experienced in processing significant amounts of detailed information and planning, scheduling, coordinating and organizing people, supplies, activities and events.
- Can assess when to work collaboratively and engage others – employees, volunteers, and supporters - to participate, and when to work independently using one's own professional resources and initiative for solutions.
- Is adaptive and responsive to changing situations and addressing issues.
- Has excellent communication skills - verbal and written - with demonstrated experience in public-speaking; presentations; individualized e-mails; online opportunities postings, thank you notes, and reports. Bilingual skills in Spanish and English (verbal and written) are preferred, and not required.
- Has skills in community networking and opportunities promotion - in-person, via e-mail and online - to attract community members who care for families and have a passion to participate.
- Has demonstrated experience leading and facilitating individuals and groups to achieve assigned goals within specific timeframes.
- Has demonstrated technology skills using Microsoft Office Suite; a database; online platforms and/or volunteer recruitment websites. Experience in any of the following preferred: Outlook, Excel, Salesforce, Constant Contact, Sign-Up, and/or VolunteerMatch.
- Is committed to professional growth and development in the field of volunteer engagement, and to continuously learn about families and children with a critical illness.
- Is comfortable working remotely in a variety of different work environments, including one's own home, public locations, and shared office spaces.

**Travel:** This position requires a reliable vehicle, valid Driver License and current vehicle insurance. Must be willing to routinely travel for scheduled meetings, activities and events primarily in San Francisco, and also to the main office/Warehouse in Redwood City and other locations on the Peninsula.

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

**Compensation:** This is an hourly, part-time position for 20 hours per week. Some evening/weekend availability is required for planned activities.

**Application Process:** For consideration, please submit your cover letter and resume to Lorraine Michelle, [lorraine.michelle@therewithcare.org](mailto:lorraine.michelle@therewithcare.org). Applications are being accepted on a rolling basis until the position is filled.

**Equal Opportunity Employment:** There With Care reserves the right to modify job responsibilities as described above when necessary. Employee has all rights as described in California State laws. There With Care is an equal opportunity employer that does not discriminate on the basis of race, religion, disability, gender, nationality, ethnicity, sexual orientation or any other characteristic protected by law.