



Community Orientations & Trainings 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 Community Orientations & Trainings Coordinator educates and informs the community about the experiences of families and children facing critical illness, the programs and services offered by There With Care, and the ways that individuals, families, groups and businesses can participate and help provide support to families. Additional leadership and support comes from the Volunteer Engagement Director and two Volunteer Engagement Coordinators.

Working to Achieve the Mission Includes:

- Actively developing, executing and evaluating Volunteer Trainings and Community Orientations that reflect There With Care's core values; strategic plan goals and priorities; organizational policies, practices and procedures, and legal obligations.
- Facilitating (in-person and virtually) engaging and informative Volunteer Trainings (1.5 hours) for 200+ community members annually and Community Orientations (~ 30 minutes) for 300+ community members annually.
- Widely sharing in the community information on Volunteer Trainings and Community Orientations. Promotion efforts are in-person, electronic, online and through social media.
- Cultivating relationships with individuals, families, service groups, students, community groups, corporate employees and others, fostering their care for families and their interests in becoming volunteers and supporters.
- Interacting in-person and virtually with community members with a high level of individualized attention and care.
- Guiding interested community members through the relevant administrative processes, including training registration, volunteer applications and background checks.
- Regularly reviewing and updating content, format and materials for quality, interest and accuracy.
- Working collaboratively with the Operations Associate to facilitate Volunteer Training participants completing the onboarding process and becoming Family Support Volunteers.
- Ensuring that all required administrative tasks - documentation, certificates, data entry and reports - are completed within requested timeframes.
- Supporting efforts to recruit and engage volunteers as Training/Orientation facilitators/co-facilitators.
- Attending meetings with There With Care staff and key community members and performing other duties on an as-needed basis.

Qualities That Support Success:

- 1+ years of experience in training coordination and public speaking.
- Passion for/experience with families and children facing critical illness or different service needs.
- High level of comfort in forming relationships with community members as individuals, families and groups, and strong abilities in stimulating community members to become volunteers and supporters.
- Outgoing, practices cultural humility, communicates well across cultures, and is committed to diversity, equity and inclusion.
- Very organized with strong project coordination skills.
- Self-starter 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) and virtually.
- Physical skills and ability to perform work that requires sitting, walking, bending, and lifting up to 35 pounds.

Compensation: This is a part-time, non-exempt position for 15 hours per week. Benefits include paid vacation and sick leave.

Hours of work: 2 or 3 Saturday mornings per month; 1 or 2 evenings per month, and additional hours to complete pre-and post-training related work.

Locations: Most frequently in Redwood City (main office and warehouse) and in San Francisco (satellite office and pantry). Infrequently at other locations between San Francisco and San Jose.

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.