



Volunteer Engagement Coordinator – Groups 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 Volunteer Engagement Coordinator for Groups facilitates community members coming together in groups to volunteer in support of families and children facing critical illness. Additional leadership and support comes from the Volunteer Engagement Director, a Volunteer Engagement Coordinator for Family Support and a Community Orientations and Training Coordinator.

Mission-focused work includes:

- Actively developing, executing and evaluating Group Volunteer experiences that reflect There With Care's core values; strategic plan goals and priorities; organizational policies, practices and procedures, and legal obligations.
- Planning, scheduling and leading Group Volunteer activities - around 10 per month. Activities include making Care Bags, Blankets, Care Cards, and Donations Drives, Projects, Events and more.
- Widely sharing in the community information on Group Volunteer opportunities. Promotion efforts are in-person, electronic, online and through social media.
- Proactively cultivating relationships with service groups, student classes, community groups, corporate teams and others, fostering their interests in volunteering to support families.
- Interacting in-person and virtually with group leaders, liaisons and representatives with a high level of individualized attention and care, informing them of the options available and guiding them in their selected experiences.
- Facilitating (in-person and virtually) engaging and informative group activities and experiences that inspire and motivate community members to attend a Volunteer Training/continue caring for families as volunteers and supporters.
- Regularly reviewing and updating instructional information for group activities for quality, interest and accuracy.
- Working collaboratively with the Community Orientations and Trainings Coordinator to integrate Community Orientations into Group Volunteer experiences.
- Working collaboratively with employees in the Programs Team and in Operations to integrate the care and gifts shared by Group Volunteers into the services provided to families.
- Ensuring that all required administrative tasks - documentation, data entry and reports - are completed within requested timeframes.
- Supporting efforts to recruit and engage volunteers as facilitators/co-facilitators of Group Volunteer experiences.
- Attending meetings with There With Care staff and key community members and performing other duties on an as-needed basis.

Qualities That Support Success in this Role:

- 2+ years of experience in volunteer coordination and/or group facilitation.
- Passion for/experience with families and children facing critical illness or different service needs.
- High level of comfort in forming relationships with group leaders, liaisons and representatives 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 20 hours per week. Benefits include paid vacation and sick leave.

Hours of work: 2 Sunday or Saturday afternoons per month; 1 or 2 evenings per month in addition to mutually scheduled hours during the day on weekdays.

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 group activities. (*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.