



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 the challenges of life's day-to-day obligations with compassion and care. There With Care was founded in 2005 in Colorado and has service locations in Colorado, California, and Tennessee.

The Role

The Operations Support Associate supports the overall operations of the team and helps ensure functioning processes to streamline the delivery of care. This role will lead on office management, inventory management, and warehouse management; the Associate will also take the lead on all food relationships and food management. This position will have the opportunity to learn and contribute through knowledge and use of data and database management. This position will closely work with the Operations Associate and report to the Operations Manager.

Mission-focused Responsibilities include:

Resource and Data Management

- Manage inventory to ensure that resources are available to volunteers for family deliveries.
- Help sort, stock, and organize the Redwood City warehouse and San Francisco pantry.
- Drive and drop off groceries to San Francisco pantry, (mileage reimbursed)
- Utilize There With Care's database, including data entry and analysis.
- Learn how to create data reports across departments to strengthen organizational knowledge.
- Deliver unmatched care packages to families.

Office Management

- Foster an environment that is caring and kind to our community of volunteers, donors, and partners.
- Follow established procedures and guidelines designed to protect our families and the organization. Continually evaluate these procedures and collaborate with Executive Director to update as necessary.
- Support operations of the office, warehouse, and pantry spaces. Place orders for any office and staff needs.
- Performs administrative duties as necessary, such as answering the phones, responding to volunteer questions, receiving mail, making office supply runs, and support with in-kind donation processing.

Additional Responsibilities

- Assist with additional unforeseen tasks pertaining to operations that arise in line with the values of There With Care.

Qualities That Support Success in this Role:

- Our mission inspires you. The idea of helping families and engaging the community to participate through your skills motivates you.
- You are comfortable juggling multiple projects and multiple people and are masterful at prioritizing, and re-prioritizing when necessary.

- Good at solving problems with compassion and care. You are willing to find a solution, adapt, then execute. And when you don't have the answers, you aren't hesitant to ask and learn.
- You have a sincere desire to understand the details of every aspect of the organization and are not afraid to ask for clarity when needed. You have impeccable attention to detail and put care into all you do.
- Working as a team, brainstorming and problem-solving together motivates you. You view feedback not as criticism, but as a way to have a better, stronger outcome. You naturally see ways to engage people and see the importance of building community.
- Experience working in the nonprofit sector preferred.
- Comfortable connecting with the There With Care community.
- Able to engage in physical activity (e.g., walking, bending, lifting, carrying)

Strongly Desired Experience

- Experience in inventory management
- Strong computer skills and ability to use technology effectively. Experience and proficiency with Microsoft Office suite and Dropbox.
- Knowledge of There With Care and our operations.

Hours of work: 10 – 15 hours per week, Tuesday, Wednesday, Thursday

Locations: Redwood City (main office and warehouse) with travel to San Francisco pantry.

Travel: Requires a reliable vehicle, valid Driver License and current vehicle insurance.

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 Art.Chang@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.