



**Engagement Lead for Volunteer Groups
San Francisco Bay Area, California
Position Description
Posted Date: April 11, 2023**

About There With Care of the Bay Area

There With Care of the Bay Area is a community 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 to There With Care 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 and has locations in Colorado, California and Tennessee.

The Role

Volunteers are a strategic part of There With Care's community, helping to provide support to families and children facing critical illness. Over 350 core volunteers engage their family members, friends, colleagues, students, and others in service. The **Engagement Lead for Volunteer Groups** is a key member of the Volunteer Engagement Team and reports to the Director of Volunteer Engagement. This position will serve as the lead point of contact for corporations and organizations with an interest in group volunteer service opportunities. This position will focus on cultivating relationships to increase corporate and community participation, helping to grow the community of care around families. The person in this position is community-spirited and people-oriented and will have strong interpersonal, communication, and organizational skills and enjoy facilitating groups.

The Important Work You'll Do

- Proactively cultivate relationships with new and existing corporations, businesses, schools and colleges, philanthropic service groups, faith communities, and other community groups to engage teams/groups of employees, students and other community members in volunteer service.
- Identify and actively promote new and existing opportunities for teams/groups to volunteer in support of families. Current opportunities include making Care Bags for families, Donations Drives and other hands-on activities. Promotion activities are in-person, via email, online and through social media.
- Ensure all volunteer engagement efforts reflect There With Care's core values; strategic plan goals and priorities; organizational policies, practices and procedures, and legal obligations.
- Interact in-person and remotely with group leaders, liaisons and representatives with a high level of individualized care, informing them of the options available and guiding them in their selected experiences.
- Provide leadership for volunteer group experiences. This includes leading/co-leading groups and providing guidance and support to corporate employees/community members leading their own group experiences. Group volunteer experiences average 1 to 3 hours in length, up to 30 people, and ~6 per week.
- Work collaboratively with employees in the Programs Team, Operations Team, and Development Team to integrate the care and gifts shared by group volunteers into the services provided to families.
- Routinely express thoughtful recognition and appreciation of volunteer group members, and their support and participation, through a variety of ways, including postings on social media and inclusion in newsletters.
- Manage a calendar of scheduled volunteer group activities and complete all required administrative tasks within requested timeframes. Maintain accurate information; respond to emails, calls and texts; track and document volunteer group activity; enter data and run reports; communicate updates and changes.
- Attend in-person and virtual meetings with There With Care staff, leading corporate employees and community members as required. Participate in training and learning experiences for professional development purposes.
- When necessary, provide assistance in other areas related to Volunteer Engagement.

Qualities That Support Success In This Role

- Our mission inspires you. You have a strong desire to help families and children facing critical illness. Using your skills and experiences to grow the community of care around families motivates you.
- You understand the value of volunteers, working collaboratively, and creating experiences that are meaningful to families and children facing critical illness and volunteers.
- Confident as a collaborative lead for organizations, cultivating and nurturing relationships with corporate employees and community members, with a goal of engaging more volunteer groups in service to families.
- Comfortable interacting with a variety of people, in-person and virtually, to inspire them to care for families and promote a range of volunteer opportunities.
- High level of communication skills – written, verbal, in-person, virtual, one-on-one and in groups of various sizes.
- Thinks strategically, plans, handles logistics, can organize large amounts of information, prioritizes competing tasks well, schedules and manages times effectively. Can organize large amounts of information and supplies, is attentive to detail, and values accuracy.
- Has physical skills and abilities to perform work that requires sitting, bending, and lifting and carrying items up to 40lbs.

Strongly Desired Experience

- 2+ years of nonprofit/community-oriented experience that includes volunteers.
- Group leadership/facilitation experiences with adults and/or children or teens.
- Relevant/complementary leadership and or technical skills/operational experiences.
- Experience using, or strong willingness to learn how to use, Microsoft Outlook, PowerPoint, Excel, Word and Teams; DropBox, Salesforce, SignUp, VolunteerMatch, and Zoom.

Compensation: Salary range is up to \$53,000 depending on experience.

Benefits: Comprehensive employee benefits package, includes health, dental and life insurance, vacation and sick leave.

Hours of work: This is a full-time, exempt position. May be required to work a half-day or full-day on a Saturday or a Sunday one time a month (planned 1 month or more in advance).

Locations: Volunteer Groups are hosted on a routine basis at There With Care's main office in Redwood City, and on mutually convenient schedule in San Francisco and on the Peninsula. To reduce excess travel and improve scheduling and logistics, pre-approved hours working remotely from home may be scheduled.

Travel and Mileage: Requires a reliable vehicle, valid Driver License and current vehicle insurance. Must be willing to travel. Pre-approved mileage reimbursements available for travel that exceeds home to work commute distance.

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, Director of Operations and Human Resources, 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.