Position: Outreach, Education & Volunteer Manager

Classification: Exempt

Work Schedule: Full Time, 40-hours per week, will include day, evening, night, weekend and/or holiday hours.

Agency Overview: La Casa de las Madres (La Casa) is a California not-for-profit corporation established to provide services for battered women and their children. Founded in 1976, La Casa is San Francisco’s oldest domestic violence program, providing comprehensive supportive services through an Emergency Shelter, 2-24 hour hotlines, non-residential Community Programs, and Community Education and Outreach Programs serving women, teens and children survivors of domestic violence.

Our Mission: La Casa de las Madres’ mission is to respond to calls for help from domestic violence victims, of all ages, 24 hours a day, 365 days a year. We give survivors the tools to transform their lives. We seek to prevent future violence by educating the community and by redefining public perceptions about domestic violence.

Position Summary: Under the direct supervision of the Director of Community Partnerships and Philanthropy, the Outreach, Education & Volunteer Manager is responsible for the volunteer program and the organization’s education programming. As the Outreach, Education & Volunteer Manager, this individual will be responsible for the recruitment, screening, training and retention of La Casa volunteers. The Outreach, Education & Volunteer Manager will respond to the needs of the agency through volunteer placement for the purpose of service delivery at La Casa’s Program sites, and other locations throughout the community including schools, housing sites and other community based organizations and businesses. The Outreach, Education & Volunteer Manager will execute the team’s community education programming in partnership with the Director of Community Partnerships and Philanthropy. The Outreach, Education & Volunteer Manager will also be involved in building relationships with community organizations and related agencies to further La Casa’s mission, increase agency visibility, and implement an education and outreach program designed to educate organizations and individuals working with priority populations. Responsibilities include, but are not limited to the following:

Essential Functions and Responsibilities:

Outreach and Education

- Maintain a plan for recruitment, screening, retention and placement of agency volunteers (direct service, event and administrative) that addresses ongoing and one-time as well as individual and group volunteer opportunities;
- Partner with the Director of Community Partnerships and Philanthropy to design and provide domestic violence educational sessions to local agencies and community based organizations that work with communities experiencing or impacted by domestic violence;
- Prepare and conduct effective remote, virtual and/or onsite training for groups of 1-10 people;
- Organize and deliver a 40-hour specialized domestic violence counselor training at least three (3) times per year for new staff members and direct service volunteers;
- Ensure the 40-hour curriculum is vibrant, current and meets state/federal standards;
- Host live virtual class room recorded training sessions;
- Administer Train-the-Trainer sessions around domestic violence and intimate partner violence service provision;
- Participate in an outreach program that reaches diverse communities and priority populations to raise awareness about domestic violence and La Casa’s services.

**Volunteer Management**
- Place and supervise volunteers in coordination with program managers to address organizational needs including Domestic and Teen Dating Violence Awareness campaigns, fund development events, holiday gift drives and other activities;
- Uphold and ensure volunteer compliance with applicable personnel policies and procedures; and
- Ensure implementation of daily operating procedures, safety protocols and administrative functions for program activities.

**General Duties**
- Other programmatic and administrative duties, including collecting and maintaining documentation for funding, statistical, compliance and clerical support as needed;
- Maintain a clean work space including but not limited to cleaning up after yourself after all activities such as client/volunteer interviews, usage of agency facilities, kitchen/s, break rooms and restrooms; and
- Special projects and other duties as assigned.

**Minimum Skills and Qualifications**
- BA/BS Degree in Social Work/Non-profit Administration preferred, plus 3-5 years related work experience.
- 5 plus years related work experience, managing people/volunteers, preferably in a non-profit setting.
- Minimum 3 years of experienced in designing, developing training material and delivering in-person/remote training is required.
- Dynamic and strong public speaker with experience in training groups.
- Proficient in Microsoft Office programs.
- Minimum 1 year working with online meeting solutions (Go-To, WebEx, Zoom, etc.) desired.
- Working knowledge of domestic violence, housing and homelessness, mental health, substance abuse, and physical illnesses.
- Strong working knowledge of community resources in the San Francisco area.
- Understanding of confidentiality and privilege laws.
- Ability to work independently and navigate public transportation to/from multiple sites.
- Bilingual (English/Spanish) preferred - direct experience working with culturally diverse populations.
- Must be able to fulfill physical requirements of the job (lifting, pulling, pushing, carrying 25+ lbs. as well as walking up & down stairs multiple times per day, etc.);
- Verifiable completion of state mandated 40-hour domestic violence counselor training or will complete the next scheduled agency 40-hour domestic violence counselor training;
- Clearance through DOJ Live scan fingerprinting required La Casa de las Madres will consider applicants including those with criminal histories, in a manner consistent with San Francisco’s Fair Chance Ordinance; and
- Valid California Driver’s License, clean driving record and insurable under agency policy. Will consider non-driver with valid California Identification Card.

**Required Competencies:** To perform the job successfully, an individual should demonstrate the following competencies in executing the essential functions of this position.
- Problem solving – identify and resolve problems in a timely manner by gathering and analyzing information skillfully.
- Interpersonal skills – maintain confidentiality, remain open to others’ ideas and exhibit a willingness to try new approaches.
- Managing Up - Ability to exercise good judgment and manage communications with supervisor and/or agency leadership.
- Oral communications – speaks clearly and persuasively in positive or negative situations.
- Written communications – edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
- Planning/organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Quality control – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability – adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability – consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

**Other Information:** The Outreach, Education & Volunteer Manager position is a full-time, exempt position requiring flexibility and will include working some evening and weekend hours.

**Compensation and Benefits:** Competitive-DOE. Option between two Kaiser health plans, vision, dental, life insurance, long term disability, employee assistance program, tuition reimbursement, health savings account, employee funded 403(b) retirement plan with employer match option, 12 paid holidays, 2 additional paid days off for employee’s birthday and work anniversary, and generous vacation plan (1.0 FTE tiered: 2.4 weeks in first year- up to 4.8 weeks at 4 years of service).

**How to apply:** Send resume with cover letter to: hr@lacasa.org, or mail your cover letter and resume to: La Casa de las Madres - EVM, 1269 Howard Street, San Francisco, CA 94103

**NO PHONE CALLS PLEASE**