POSITION TITLE: Community Engagement Coordinator (Full-time)

Openhouse seeks a dynamic, creative, outgoing, and proactive Community Engagement Coordinator (CEC) with a strong interest in working with older adults. This critical role will support LGBTQ seniors by ensuring they have support from the larger LGBTQ community through friendly visits, phone calls, grocery delivery and other methods. The ideal Openhouse CEC is a self-starter with personal and professional civic engagement experiences who is passionate about building social connections, possesses innovative ideas and the energy and excitement to execute those ideas from start to finish. With their impeccable organizational skills and experience in program coordination, the CEC will co-develop and implement strategies to attract, recruit, train and cultivate relationships with volunteers of all ages with a focus on volunteers identifying as LGBTQQQIA2S who have a strong desire for building intergenerational community. In this time of COVID, Openhouse volunteers are even more critical to our mission of reducing social isolation and increasing community connectedness for LGBTQ seniors. The CEC is an integral part of the Openhouse team who embodies a flexible, “can-do” attitude and who thrives in an ever-evolving (eg. COVID), generative work environment.

ABOUT OPENHOUSE: Openhouse was founded in 1998 to enable LGBTQ seniors to overcome the unique challenges they face as they age by providing LGBTQ-welcoming housing, high-impact direct services, and innovative community programs. Openhouse reduces isolation and empowers LGBTQ seniors to improve their overall health, well-being, and economic security. As the initiator of the movement to meet the needs of LGBTQ older adults in San Francisco, Openhouse is a dynamic and entrepreneurial organization on the leading edge of this growing field at the local, state and national levels.

Openhouse services include Volunteer Friendly Visitors/Callers, housing assistance and education, care coordination, and peer-led support groups to ensure that LGBTQ seniors have the resources, information and support they need. In addition, Openhouse’s Community Engagement Program (CEP) offers over 100 hours of dynamic programming every month that bring LGBTQ seniors together to promote social interaction, community-building, health and wellness, and civic engagement. New to our myriad of services is our weekly home delivered groceries program, Trans and Gender Nonconforming Senior Programming, and weekly support calls to our constituents.

POSITION SUMMARY: The Community Engagement Coordinator will assist LGBTQ seniors by ensuring they have support from the larger LGBTQ community. The CEC will work with Openhouse staff to understand the seniors’ needs, talk with the seniors directly about their
needs, and then utilize tools (Mon Ami app) to facilitate a volunteer match. The CEC is responsible for the overall maintenance and expansion of recruitment, support, formal recognition, and engagement of diverse volunteers of all ages (20% are seniors themselves) in order to effectively serve LGBTQ seniors and the expanding needs of a growing agency. The Community Engagement Coordinator is responsible for leading efforts that empower LGBTQ seniors to become and remain civically engaged in Openhouse programs. The CEC will provide emotional support and problem-solving to both seniors and volunteers when issues may arise between them. They must be outgoing and enjoy speaking with seniors and volunteers by phone, in particular as shelter in place is still necessary for older adults to stay safe and healthy. The CEC must possess strong written and verbal communication skills, understand the value of customer service-friendly follow-up, and has knowledge utilizing social media and other online tools. With reliance on Zoom as the new norm to “meet” and communicate, the CEC must demonstrate patience and a willingness to teach seniors this new technology to bridge the digital divide. The CEC will ensure the timely maintenance of a volunteer database, and work with teams across Openhouse to spread the word about new volunteer opportunities. Perhaps often described as a highly collaborative person or relationship-builder by former colleagues, the CEC will have strong networking and interpersonal skills and an enthusiasm for being highly visible in the community. The CEC is an hourly, non-exempt, full-time position and reports to the Manager of Community Engagement Programs.

**DUTIES AND RESPONSIBILITIES:**

**Volunteer Recruitment and Training:**

1. Recruit, develop and coordinate diverse volunteers with the well-matched skills for each position as needed, including weekly Home Delivered Grocery sorters/packers and drivers, support calls made by phone, special deliveries of meals or gifts, leading classes or support groups via Zoom, and eventually post SIP, large groups for special events and activities.

2. Conscientious follow-up and maintenance of volunteer relationships and needed coordination with individual and ongoing program volunteers (eg. Home Delivered Grocery drivers, food bank sorters/baggers, Friendly Visitors, support callers).

3. Create an onboarding process that trains, supports and sets-up new volunteers for successful and meaningful engagement in Openhouse programs eg. outreach, fundraising/development, and communications.

4. During COVID, train, coordinate and support volunteers for special Openhouse brings “Community to You,” programs that deliver meals, gift bags, and other special efforts that include, annual events such as Fall Feast, Elder Youth Brunch, quarterly lunches, LGBTQ Pride, and more.

5. Develop appropriate and ongoing training opportunities; produce training materials to support volunteers as needed.

6. Ongoing support and tracking of volunteer experiences to ensure volunteers engagement and alignment with Openhouse mission-critical programs—*we want our volunteers to know they matter to us!*
7. Respond to individual volunteer program phone calls, emails, and other inquiries regarding Openhouse’s volunteer opportunities in a personal, customer service-friendly timeline to maintain momentum and interest.
8. Provide prospective volunteers with the necessary information to choose appropriate volunteer opportunities at Openhouse.
9. Engage prospective volunteer contacts through timely follow up—we want potential volunteers to know we want them!
10. Liaise with community organizations and local businesses to promote the organization’s mission and expand Openhouse’s potential volunteer base.
11. Deliver presentations via Zoom as needed.
12. Coordinate Openhouse Volunteer Community Ambassadors program of 10-15 LGBTQ seniors whose work is guided by the goals and mission of Openhouse.

**Friendly Visitor Program: Volunteers**
1. Work with Manager of Community Engagement Programs and Manager of Community Support Services to develop and implement creative and effective outreach efforts to identify and recruit diverse Friendly Visitor volunteers.
2. Working in synchrony with Manager of Community Support Services, screen and train volunteers to ensure successful matches with LGBTQ seniors.
3. Serves as first point of contact for FV volunteers, provide ongoing support to FV volunteers through regular check-ins, offering emotional support and problem-solving when challenges arise with senior match.
4. Ongoing engagement of FV volunteers through peer-based discussion groups and education: our volunteers are part of our intergenerational community learning and growing with us!
5. Conduct reference checks and background screening of potential Friendly Visitor/Callers Volunteers.

**Volunteer Retention and Recognition:**
1. Provide ongoing recognition to volunteers through various methods of communication, ensuring that volunteers are promptly and properly thanked for their support. Conduct safe and appropriate recognition events to honor volunteers.
2. Maintain and solidify close relationships with volunteers and volunteer contacts.
3. Supervise volunteers in performance of duties providing them continuous feedback, periodic performance evaluations and special guidance when requested or required.
4. Work with staff and community members to resolve conflicts that may arise among volunteers, and/or senior community members, using outside support as needed.

**Volunteer Program General Operations:** Systematic, detail-oriented, with strong computer skills, the Community Engagement Coordinator tracks, assesses and evaluates program outcomes to ensure innovation and impact of services provided. Collect and analyze volunteer data and provide monthly reports and data analysis across programs about volunteer productivity and outcomes.
1. Serve as a primary volunteer program liaison to staff and to volunteers.
2. Assist with social media engagement with volunteers by identifying and sharing content opportunities across Openhouse programs.
3. Attend external volunteer-related events for recruitment, retention, or recognition as needed.
4. Coordinate events, meetings, program orientations, trainings as necessary. Some evening and occasional weekend work will be required.
5. Commitment to shadowing or participating in Openhouse programs toward an understanding of program needs.
6. Collaborate and support Openhouse program staff as needed.
7. Other Duties as Assigned by the Manager of Community Engagement Programs or required by temporary or short-term staffing shortages.

Data Collection and Oversight

1. Administer Openhouse program policies, procedures, information collection, reporting and evaluations.
2. Data collection and input including support with Openhouse registrations, California Reducing Disparities project (CRDP) evaluations, client inquiry, service utilization and referral tracking, ongoing data collection of activity hours for community council community/community ambassadors, and all other relevant volunteer-led programs.
3. Manage data collected from Friendly Visitor Volunteers and community members enrolled in the Friendly Visitor program.

IDEAL EXPERIENCE: 3 years of experience volunteering, coordinating senior service programs or comparable experience is ideal; but all candidates who are committed to racial and gender equity, justice, inclusion, eliminating ageism in our communities and have the following types of experience and qualifications will be considered:

1. 3 years experience volunteering with diverse older adults or equivalent experience working with other populations with unique socialization and service needs.
2. Self-identified, relationship-builder who has experience with intra-program coordination or working across different programs to achieve a mission-critical goal.
3. Enjoys conducting outreach and follow-up by phone as primary outreach method for engaging older adults with limited access to technology.
4. Self-starter and avid learner who takes initiative to anticipate opportunities and challenges and who has a problem-solver mindset.
5. Strong interpersonal skills and exemplifies cultural humility when delivering and receiving constructive feedback by supervisor, colleagues and constituents.
6. Excited to learn and use emerging online platforms to follow-up and maintain volunteer involvement and engagement tracking.
7. Sensitivity to and knowledge of the unique life experiences, challenges, and strengths of LGBTQ community members.
8. Ability to translate the life experiences and skills of LGBTQ older adults to foster confidence and empower them as volunteers.
9. Experience guiding groups of volunteers toward common goal.
10. Attuned to what motivates the active, busy, “volunteer-minded” community member to give of their skills, talents, and valuable time.
11. Ability to collaborate with multi-disciplinary team to effectively reach potential volunteers and build community partnerships.
12. Familiar with organizing grassroots community campaigns is highly valued.
13. Committed to diversity and able to recognize and affirm that LGBTQ older adults live at intersections of race, ethnicity, class, culture, HIV status, sexual orientation, gender, gender identity, spirituality, and ability.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:
Proficient with Microsoft Office Suite and the ability to quickly learn software programs and online databases and tools. Familiarity of online content management systems (Word Press), and layout tools (InDesign, Photoshop). Excellent knowledge of various social media platforms for outreach and marketing. Good problem-solving skills and the ability to prioritize multiple tasks. Excellent time management skills. Attention to detail and ability to provide high quality data and reports.

PHYSICAL REQUIREMENTS REQUIRED:
Physical skills and ability to perform work that requires sitting, walking, stooping, bending and lifting up to 35 pounds.

QUALIFICATIONS:
3 years of experience or equivalent coordinating volunteer program and working with older adult populations, underserved or underrepresented populations.

COMPENSATION: Starting range is $22-$23 hourly. Compensation is competitive and commensurate with experience. Openhouse offers a full benefits package including health and dental insurance; generous paid leave; Employee Assistance program and an enjoyable, vibrant, collaborative and supportive work environment. Openhouse is committed to racial and gender diversity and offers staff training presented by the Racial Equity Institute and Trans Cultural Bridge. This position is eligible to participate in a 401(k) first day of quarter following one-year of service with agency match.

TO APPLY: Please include a personal diversity mission statement in your cover letter and send along with your resume detailing your qualifications and interest to info@openhouse-sf.org or fax to (415) 296-8008 or mail to 65 Laguna St, San Francisco, CA 94102. No phone calls please.

Openhouse provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race,
color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.

Women, people of color, transgender people and people with disabilities encouraged to apply.