



Volunteer Manager Job Description

About San Francisco Village

San Francisco Village (SFV) fosters a vibrant community where older San Franciscans find a sense of belonging and thrive. Through member-led programs and intergenerational relationships, we build connections and combat isolation, ensuring a future of dignity and joy for all.

Founded in 2009, San Francisco Village is a nonprofit membership organization that created an infrastructure for delivering social care to older San Franciscans: high-quality relationships, access to resources, mutual aid and support, and opportunities for volunteerism and social integration. Our community includes over 730 members aged 60 to 100+, more than 200 multi-generational volunteers, a dedicated staff, and numerous partners and providers. Among our collaborators are Sutter Health, UCSF, SF Department of Disabilities and Aging Services, Sequoia Living, Fromm Institute, IT Bookman Center, Litquake, local artists, and experts in wellness, grief, home safety, and technology. We've built a robust social care infrastructure that is often missing for elders, transforming the experience of healthy aging in San Francisco. Our mission is to operationalize love for elders in an ageist society by mobilizing the power of intergenerational relationships and mutual support. We envision a future in which people of all ages, races, cultures and abilities work together to create communities of belonging.

San Francisco Village empowers its members to age with dignity and to experience deep connection within our community by providing:

- Programming: Members and staff collaborate to create nearly 90 in-person and virtual programs and events every month, covering a myriad of topics and interests: meditation, the Artists Circle, the "Over 90!" social connection group, playreading groups and book clubs, climate and political activism, museum visits, Giants games and much more. Our Neighborhood Circles offer a hyper-local way for members to build closer relationships with nearby neighbors by trying out new restaurants, exploring different city neighborhoods, enjoying outings to cultural exhibits or parks, or joining potluck dinners. Identity-based circles, like the citywide LGBTQ+ Circle and the Solo Agers

Circle, address specific member needs, ensuring everyone feels a deep sense of belonging and support.

- **Volunteer Services:** In 2024, our dedicated volunteers provided an impressive 7,447 hours of service to San Francisco Village members. These volunteers offer vital assistance, including rides to medical appointments, grocery shopping, technology troubleshooting, and the facilitation of grief support groups, in addition to simply providing friendly conversation.
- **Resources and Referrals:** Sometimes a member's request for support requires professional expertise that a volunteer can't fulfill. A financial advisor, health care advocate, home care agency or handyperson may be needed. In fact, our provider network includes dozens of categories and continues to grow and evolve.
- **Grief Groups:** Beginning in January 2024, SFV started offering grief groups for adults of any age struggling with the loss of a loved one. The groups meet virtually and are led by volunteer facilitators.

San Francisco Village is one of 50 villages in California and 250 nationwide. We are a founding partner of Village Movement California (VMC), the statewide coalition advocating for villages at the state level. VMC launched in 2018 with a mandate to strengthen the impact, accelerate growth, and ensure the sustainability of this life-affirming model for social change.

Volunteer Manager Role Overview

The Volunteer Manager supports SFV members and volunteers by managing onboarding, member requests, referrals, connecting members and volunteers, and ongoing communication.

Volunteer Management

- Recruitment, screening and onboarding of new volunteers
- Develop training materials and conduct orientations
- Manage background checks
- Schedule one-time and ongoing matches between members and volunteers
- Create and maintain volunteer profiles in CRM
- Support volunteers with setting up CRM portal and reporting hours

- Track volunteer hours and circle leader hours
- Plan annual volunteer appreciation events
- Coordinate Days of Service

Member Support

- Receive and adding member requests to the volunteer spreadsheet
- Match members with volunteers
- Coordinate check-ins and follow-ups when concerns are reported by volunteers
- Communicate clear boundaries to members regarding what is appropriate and not appropriate to ask of volunteers

Operations Support

- Maintain Operations Manual
- Support grant-based projects with IT Bookman and other community partners

Qualifications

- Experience with seniors and intergenerational relationships strongly preferred
- Experience and skills in volunteer recruitment, training, and coordination
- Strong organizational and time-management skills, with attention to detail
- Proficiency in verbal and written communication for building effective relationships and managing internal and external communications
- Leadership, team-building, and mentoring skills to motivate and manage volunteers
- Familiarity with CRM systems, volunteer management software, or similar tools is a plus
- Ability to work effectively in a fast-paced environment and handle multiple responsibilities
- Previous experience in nonprofit organizations or volunteer management is advantageous

Benefits include: Health & Dental Insurance, 401(k) with Company Match, Flexible PTO bank plus 10 paid holidays

Compensation: \$70,000-\$75,000

To apply:

Please email cover letter and resume to Jenny@sfvillage.org