



Position: Volunteer Coordinator
Assignment: .50 FT; 20 hours per week

Organization: Bill Sorro Housing Program (BiSHoP) is named after Bill Sorro, a Filipino-American artist and activist born and raised in San Francisco who dedicated his life to fighting for workers' rights, immigrants' rights, and tenants' rights. BiSHoP provides affordable housing application assistance, case management, housing education workshops, and other services to support low-income adults and families obtain and sustain safe and affordable housing. BiSHoP predominantly serves BIPOC (Black, Indigenous, and People of Color), immigrants, seniors, people with disabilities, LGBTQIA+ individuals, and other vulnerable tenants and residents in San Francisco. Our goal is to prevent further displacement of these communities by advocating for our clients and their right to continue to call San Francisco home.

Overview: The Volunteer Coordinator is a lead position that will oversee and implement the BiSHoP's volunteer program. The Volunteer Coordinator is responsible for developing BiSHoP's volunteer pilot program and to recruit 7-10 volunteers in different tiers depending on time commitment and expertise. The Volunteer Coordinator is responsible for recruitment, training, coordination and supervision of volunteers; and maintains positive relationships with volunteers to help BiSHoP grow and succeed. The Volunteer Coordinator will work closely with the Executive Director and will collaborate with other staff members in supporting BiSHoP's work in outreach and community engagement, counseling and administrative support. This position can be offered full-time depending on the availability of funding.

Duties and Responsibilities:

- Develop and implement strategies to recruit and retain volunteers
- Manage volunteer onboarding, training, and scheduling
- Oversee volunteer assignments and ensure they align with organizational needs
- Provide ongoing support and supervision to volunteers
- Coordinate volunteer recognition programs and events
- Collaborate with other departments to integrate volunteers into organizational activities
- Maintain accurate records of volunteer hours and activities
- Evaluate volunteer programs and make recommendations for improvement
- Conduct monthly group check-ins and assess volunteers capabilities and strengths.
- Participate in trainings, workshops, coalitions, and community meetings that aid skill and leadership development, networking and relationship-building with community partners and allies, or are otherwise professionally and/or organizationally beneficial to attend
- Performs other duties related to the implementation of BiSHoP's service model.

Minimum Required Knowledge, Skills, and Abilities:

- Professionally and ethically interacts with clients, community members, staff, and others; practices cultural humility and sensitivity, with a person-centered framework that understands BiSHoP serves a culturally, ethnically, and linguistically diverse population



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- Minimum of one year experience of working with vulnerable communities and displays sensitivity to individuals, families, and households who are immigrants, low-income, homeless, disabled, LGBTQIA+, or are of other diverse backgrounds
- Proficiency with Microsoft Office (Word, Excel, Powerpoint); Google Workspace (Docs, Sheets, Calendar, Spaces, Forms, Slides, and others); able to learn new platforms, software, and other technology quickly; experienced with data entry
- Experience in recruiting, training, and supervising volunteers
- Strong social media management skills to engage with potential volunteers
- Excellent public speaking and presentation skills for volunteer recruitment events
- Background in social work or related field is preferred
- Experience in developing training materials and conducting volunteer orientations

Desired Knowledge, Skills, and Abilities:

- Reading, oral, and written fluency in a language other than English, particularly Spanish, Arabic, Tagalog, Vietnamese and/or other languages; proficiency in translation and interpretation.
- Minimum of one year previous experience in community work, youth program or non-profit industry.
- Strong leadership abilities to effectively manage a team of volunteers
- Strong time management and problem-solving skills, ability to maintain confidentiality and display good judgment
- Attention to detail and ability to work interdependently with limited supervision
- Candidate must be self-motivated, well-organized and reliable
- Excellent communication skills (verbal & written, including presentations), listening skills, and interpersonal skills
- Detail-oriented with strong organizational skills
- Ability to work collaboratively with staff, volunteers, and community partners

Education: A minimum of a bachelor's degree in social work, counseling, sociology, ethnic studies, labor studies, urban planning, public health, or other related social sciences field is recommended, but not required. Relevant experience (professional, volunteer, and/or lived) will be considered in lieu of education, but education alone will not be considered; a combination of education and relevant experience is ideal.

Salary and Hours: Starting rate \$29/hour, 20 hours/week, ability/flexible to work within Monday-Friday, some evenings or weekends may be needed, exempt; position requires frequent on-site in managing volunteers; remote work can also be available for administrative work, if needed.



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Benefits: Medical, dental, vision, and life insurance; paid time off, paid holidays, one floating holiday per year, comp time, flex-time scheduling; 403(b)

Other: Proof of COVID-19 vaccination and updated booster shots are required; willingness to abide by office policies regarding masking and social distancing is required. BiSHoP is continuing to monitor latest developments and public health guidance and will act accordingly to safeguard the health of our staff, clients, and community.

How to Apply: Submit a cover letter and resume to info@bishopsf.org. Applicants who do not submit cover letter and resume will not be considered.