Title: Membership and Volunteer Coordinator
Reports to: Executive Director

San Francisco Village ([www.sfvillage.org](http://www.sfvillage.org)) is a non-profit, membership organization that connects older San Franciscans to the community, programming and expertise they need to continue living lives of purpose and promise. Currently we have 370 members in 22 neighborhoods and 175 non-member volunteers. San Francisco Village is one of 300 villages nationwide.

We are looking for a systems thinker with exceptional social skills; a community builder who is eager to help build an intergenerational community that dignifies aging. The ideal candidate will know how to assist older San Franciscans to navigate the transitions of aging and plan for an optimal future.

Primary Responsibilities

Trusted relationships among members, volunteers and professional service providers are at the heart of what we do. SFV members are able to stay in charge of their lives and create their own preferred future when they have the resources, connections, support and encouragement they need. The Membership and Volunteer Coordinator plays a pivotal role in facilitating these connections.

Member Services: Develop relationships with members that empower them to continue learning, to seek help in solving problems and to live independently. Proactively manage member engagement and respond to member requests -- matching with appropriate volunteer, professional or other resources. Coach members regarding the choices available to them.

Volunteer Management: Develop all aspects of a viable volunteer program including recruitment, training, engagement, communications and evaluation of the program. Create systems that maximize efficiency and satisfaction for both volunteers and members.

Provider and Partner Relationships: Cultivate relationships with service providers, continually responding to member feedback and at the same time anticipating their future needs.

Skills and Characteristics

- Passionate about, and skilled in, building community
- Experienced in coaching adults
- Strong interpersonal skills
- Proficiency in digital communications and managing member/volunteer database
- Curiosity and enthusiasm for working with older adults
- Ability to solve problems creatively
- Excellent written and verbal skills
- Attention to detail
- Enthusiastic about a collaborative work environment

We are results-oriented and value the joy in our work. Having fun matters! **BA degree in related field is required and a master’s degree in social work is preferred.** Interested candidates please submit resume and cover letter to kate@sfvillage.org

Competitive salary and health insurance included.