



1005 E. Las Tunas Dr. #525  
San Gabriel, CA 91776  
Tel. 626-569-0991

**Position Title:** Communications and Volunteer Manager  
**Hours:** 40 hours/week  
**Reports To:** Executive Director  
**Compensation:** \$20-24/hr., based on experience, plus benefits

### **Organizational Profile**

Family Promise of San Gabriel Valley (FPSGV), has been part of the leading national organization preventing and ending family homelessness since 2009. As one of more than 200 local, independent affiliates of Family Promise, we are part of a national network unique in its delivery of shelter and services, and dedicated to its commitment that every child deserves a home and families should remain intact. Volunteers are the core of Family Promise, engaging guest families with compassion respect and hospitality as they prepare and serve meals, eat and play together with parents and children, and further provide encouragement and skill-based support through tutoring, resume assistance, workshops, etc. that is critical to families regaining stability and staying connected to their community. FPSGV staff provide holistic and individualized case management services, advocacy, housing navigation and other supportive resources that empower families to achieve and sustain independence as they secure/increase income and regain stable housing.

Our holistic approach to the crisis of family homelessness involves prevention services before families become homeless, shelter and professional staff support to help families experiencing homelessness access housing and resources, and stabilization programs once families have secured housing.

### **Position Summary**

Family Promise of San Gabriel is looking for an experienced communications professional with extensive work in development, event planning, community outreach, and volunteer management within the faith-based and nonprofit community to drive and deepen our external communications and relationships. Under the general direction of the Executive Director, the Communications and Volunteer Manager has two primary functions. The first is to execute the communications strategy and marketing plans for the organization. The second core function is to work alongside FPSGV staff to assess and identify volunteer needs, and then recruit, train, manage and acknowledge FPSGV volunteers to support the needs of families and the operations of the organization.

### **Duties and Responsibilities**

#### **Communications and Marketing:**

- Lead the annual planning and development of a communications and marketing calendar that will guide organization wide communication efforts and increase positive awareness of FPSGV via social media, traditional media, government relations, general marketing materials, and participation in networking/providers' groups
- Create Annual Report layout, data compilation and production
- Design, create and publish monthly newsletters and other key publications, including layout, content and photos in collaboration with FPSGV staff
- Maintain an up to date email marketing database.
- Provide regular, ongoing communications to volunteers, congregations and stakeholders on program updates, family needs and other opportunities in collaboration with FPSGV Case Managers.
- Create social media content and maintain social media channels in order to educate and engage with FPSGV

visitors and stakeholders, and also promote FPSGV to local stakeholders.

- Manage and keep our FPSGV website up to date, responding to volunteer, in-kind donor and other inquiries as appropriate
- Data entry to maintain FP Connect database of donor and volunteer records, donations, and related analysis
- Monitor and manage our donor stewardship process to support strong donor relationships
- Generate constituent and donor record segmentations for direct mail appeals, events and formal reports
- Coordinate in-kind donations and the issuing of in-kind receipts
- Assist in the planning and execution of fundraising and special events, as well as post-event activities including, recognition of sponsors, donors/in-kind donors, attendees, event success reporting and other follow up communications
- Conduct appeal and outreach processing, mail merge, non-profit postal management
- Work with FPSGV staff to develop a deep catalog of content to tell guest families' stories of strength, resiliency, transformation and hope, as well as the stories of our volunteers, congregations and other partners
- Serve as a public speaker on behalf of Family Promise SGV, its programs and guest families to share about our services and impact to recruit volunteers
- Staff the FPSGV Communications and Development Committee, serving as the liaison between the Executive Director and the committee when needed.
- Work closely with and coordinate appropriate assignment of responsibilities/activities to interns, under the direction of the Executive Director
- Assist with answering phones for busy office
- Additional tasks or projects as assigned by the Executive Director

#### **Volunteer Engagement:**

- Manage and coordinate all volunteer recruitment, resourcing, training, management and recognition from the faith, corporate and other sectors – specific areas for focus are: day center coverage, family workshop and webinar facilitators/trainers, activities for guest families, mentors, moving day coordination, events and committees
- Work closely with the Executive Director to recruit new congregations as host and support congregations
- Develop FPSGV needs and ways in which congregations, students, community/civic groups, and corporate volunteers can get involved
- Maintain a positive relationship with existing host and support congregations and volunteer coordinators, serving as the liaison to our congregational coordinators, soliciting feedback and ensuring regular communication regularly, including quarterly host coordinator meetings.
- In conjunction with the Executive Director plan and lead volunteer training and informational sessions
- Coordinate a master schedule of host congregations, updating as necessary to reflect ongoing changes.
- Coordinate and oversee the schedule for volunteers, collaborating closely with the Case Managers when interfacing with guest families
- Facilitate getting FPSGV needs met (skills, items and other resources) through volunteers with effective communication and relationships, collaborating closely with Case Managers in regards to specific family needs
- Lead volunteer appreciation and recognition efforts, including one annual volunteer event
- Participates in the development and implementation of new initiatives and projects under the direction of the Executive Director

### **Minimum Education, Experience or Qualifications**

- Minimum 2-3 yrs. experience in nonprofits, with strong experience in Marketing, Social Media Management, Donor Relations and Volunteer Management
- 1-2 yrs. experience in adult education, curriculum development, training and/or teaching
- Bachelor's degree in communications, marketing, public relations, business administration or related field
- Possess excellent written and verbal communication skills and ability to present material in an engaging and informative through various methods.
- Demonstrated leadership and vision in managing staff and volunteer groups, major projects or initiatives.
- Demonstrated editorial mindset that seeks to understand what audiences consume and how to create it
- Demonstrated experience with database management systems
- Dedicated to the mission of Family Promise of San Gabriel Valley
- Highly motivated, enthusiastic, and demonstrates strong initiative
- Excellent interpersonal skills, personable and professional with the ability to interface with multiple and diverse constituents and a collaborative management style
- Culturally competent and sensitive to families/individuals experiencing homelessness and from diverse socio-economic and ethnic backgrounds
- Knowledge of challenges associated with family homelessness, including mental illness, substance abuse, violence, and isolation a plus
- Knowledge of the local communities of the San Gabriel Valley a plus
- Ability to work with and relate to faith-based congregations
- Demonstrated ability to maintain appropriate and professional boundaries, exercise mature judgment and problem-solve
- Demonstrated ability to multi-task, organize time and workload, set priorities and meet deadlines
- Ability to work independently, accurately, efficiently and with a strong attention to detail
- Ability to access support and guidance as necessary
- Excels at operating in a fast paced, diverse, community environment while being flexible and adapting to changing priorities
- Bilingual (Spanish/English) strongly preferred
- Proficient in Microsoft Office and Google Suite applications, Sales Force, major social media channels, with a willingness to learn and utilize other relevant software programs

***DISCLAIMER:** The above statements are intended to describe the general nature and level of work being performed by incumbents assigned to this job. This is not intended to be an exhaustive list of all the responsibilities, duties and skills required. The incumbent may be expected to perform other duties as assigned.*

### **Accountability and Review**

90-day probationary period with a performance review, followed by annual evaluations.

### **Physical Demands, Environmental Conditions, Equipment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disability to perform the essential job functions. Employee is required to: walk and climb stairs; reach with hands and arms; be mobile by moving oneself from place to place quickly and easily; carry and lift;



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climb hills; bend, stoop or kneel; operate a computer keyboard; able to complete all forms; make and receive telephone calls; use the copier. Employees will be subjected to outside environmental conditions while conducting various levels of outreach to homeless neighbors.

In addition to working in a typical office environment, the case manager may be required to work in areas inhabited by homeless persons, including working in dirty environments and dealing with challenging individuals.

If you are interested in being considered for this position, please submit a resume and cover letter to [director@familypromisesgv.org](mailto:director@familypromisesgv.org).