



RAPHAEL HOUSE JOB DESCRIPTION

Job Title: Community Engagement Coordinator

Department: Development

Reports to: Community Engagement Manager

Summary:

Since 1971, Raphael House has been at the forefront of providing homeless and low-income families in the San Francisco Bay Area the personalized family-centered solutions they need to build brighter futures. Raphael House is a private, community-funded organization. Our success rate is unmatched: more than 85% of all Raphael House families go on to achieve long-term housing and financial stability.

Our Team:

Diverse, caring, and creative, Raphael House's staff are skilled thinkers and problem solvers, and they're always willing to roll up their sleeves to get the job done. Raphael House employees are inspired by the organization's mission both professionally and personally, and each is developed as a collaborative leader and crucial contributor to strengthening families in the community.

SUMMARY OF DUTIES AND RESPONSIBILITIES:

The Community Engagement Coordinator helps coordinate our donor events, volunteer and community relations, and the in-kind giving program with the following core responsibilities:

- Foster and develop relationships with corporate and community partners such as companies, local associations, schools, churches, and service organizations by providing them with and managing meaningful engagement opportunities in collaboration with the Community Engagement Manager.
- Provide assistance with all agency events (one fundraising gala and several smaller cultivation/stewardship events) with guidance and support from the Director of Development and Community Engagement Manager.
- Oversee the in-kind donations program by assessing and evaluating the acquisition and distribution of donated goods. This includes the successful execution of the annual Adopt-A-Family and Back-to-School Drives.
- Represent Raphael House at community tabling events to increase community awareness of our programs

PRIMARY DUTIES AND RESPONSIBILITIES:

Events and Communications Support

- Support the Community Engagement Manager with event sponsorship procurement and tracking benefits.
- In collaboration with the Community Engagement Manager and the Donor Relations Officer, coordinate Executive Leadership Council meetings and periodic donor cultivation events with outside stakeholders, including house parties and onsite Executive Director panel discussions.
- Assist with the annual gala fundraiser in partnership with Development staff and event committee. This includes helping monitor the budget, overseeing event software and data tracking, tracking payments to vendors, and collecting payments from sponsors. Will assist with tracking auction items, in-kind donations, volunteer management, and final reconciliation and impact reporting. Manages the events email and responds to all inquiries regarding Raphael House events.
- Assist Associate Marketing and Communications Manager with production of all event materials, collateral, and signage to ensure all event data and sponsorship recognition are represented accurately.

Volunteer and Corporate Relations

- Oversee the organization's volunteer program including individual and group volunteer opportunities, both long-term and short-term.
- Record and report all volunteer service time ensuring accurate records are kept.
- Create and implement corporate volunteer experiences.
- Assist Community Engagement Manager with corporate donor communications.
- Distribute and keep records of volunteer waivers and all other required volunteer forms as needed.
- Input new volunteer contact information into Raiser's Edge database.
- Assist with volunteer recognition communications and activities.
- Represent Raphael House at community or corporate events as needed.
- Assist Community Engagement Manager with the creation and implementation of annual corporate outreach.

In-Kind Donation Program

- Solicit and manage in-kind contributions from a broad community of new and existing corporate and individual supporters, according to agency policies.
- Oversee and implement the inventory, storage, and distribution of in-kind donations agency- wide.
- Regularly request input on the in-kind donations wish list from program staff. Update and maintain the Amazon wish list and communicate needed changes to our website's Donate Goods page.
- Input accurate in-kind donor information and donation records into Raiser's Edge.
- Ensure proper acknowledgement for in-kind gift donations.
- In collaboration with the Development Team and Children's Program Team, plan and coordinate the successful execution of the Adopt-A-Family holiday donation drive.

GENERAL REQUIREMENTS

- Uphold the principles and standards of Raphael House.
- Operate with cultural humility and respect for all, and commit to working positively with staff and clients with different backgrounds and lived experiences.
- Work cooperatively with all other departments.
- Uphold the highest level of client and donor confidentiality.
- Dependable, adaptable, receptive to change, willing to learn, and takes a cooperative and creative approach to problem-solving.
- Attend staff meetings and staff trainings as scheduled.
- Passion for our mission.
- *Other relevant duties as assigned.*

QUALIFICATIONS AND SKILLS:

- Bachelor's degree preferred, with one-two years of experience in the non-profit sector, preferably with experience in corporate relations, events, or fundraising. In lieu of a Bachelor's degree, relevant work experience will be considered.
- Demonstrated ability or interest in recruiting and working with volunteers.
- Strong project management skills including planning, coordination, communication, and implementation of multiple projects on competing deadlines. Able to be flexible and re-prioritize as needed and communicate with staff and collaborating teams as organizational priorities shift.
- Highly organized and self-motivated with the ability to take initiative and work independently or as part of a team.
- Excellent written, verbal, and interpersonal communication skills. Ability to communicate professionally with various stakeholders, including donors, corporate leaders, volunteers and groups.
- Comfortable with public speaking and representing the organization to the public.
- Strong commitment to advancing diversity, equity, and inclusion.
- Experience with Raiser's Edge, Mailchimp, Google Suite, and Microsoft Office applications desirable.

- Ability to work a flexible schedule. This position is full-time, 40 hours per week, M-F, and requires regular on-site work. Occasional evenings and weekends may also be required.
- Ability to lift 20-30 pounds.

TB & Livescan Fingerprinting Requirements

- Per the recommendation of the SF Dept of Health, Raphael House staff are required to submit proof of a negative tuberculosis (TB) test on an annual basis.
- To protect our residents, we require all employees to have a criminal background check performed at the start of their employment.

Temporary COVID-19 Considerations:

- Currently, this position is hybrid in person/remote and requires at least 2-3 days in the office/week, depending on event and volunteer schedules. Eventually, this position may return to a 100% on-site role.
- It is mandatory for new employees to be onsite while onboarding and training for this role.
- This position requires employees to report to work at a physical location. As a cautionary measure, employees are required to be fully vaccinated for COVID-19 by the date of hire. *(Limited exemptions may be requested for religious or qualifying medical reasons, as required by the Equal Employment Opportunity Commission.)*
- Daily symptom screening is currently required for all staff and residents.
- Additional health and safety protocols may be implemented or modified as needed, based on guidance from the San Francisco Department of Public Health.

COMPENSATION AND BENEFITS

This position is full-time, 40 hours per week, paid hourly at a rate of \$26.44/hour (\$55,000/year)
Any additional hours worked over 40 hours/week are eligible for overtime.

Full-time employee benefits include: medical, dental, and vision coverage; retirement plan; generous paid vacation days plus 11 paid holidays and 10 sick days; parental leave; EAP program; Flexible Spending Account; and commuter benefits. Raphael House supports a work/life balance for its employees and offers flexible work options.

JOB DESCRIPTION REVISION

This is not necessarily a complete list of all responsibilities, skills, duties, requirements, efforts or working conditions associated with this job. While this job description is intended to be an accurate reflection of the current job, management reserves the right to revise the job or to require that other or different tasks be performed when circumstances change. This job description replaces all previous descriptions for this position.

I can perform the functions of this job as described with or without reasonable accommodation.

Employee Name: _____

Employee Signature: _____ Date: _____

Raphael House (RH) provides equal employment opportunities without regard to age, ancestry, color, creed, mental or physical disability, marital status, medical condition, national origin, race, religion, sex, sexual orientation, veteran status, or any other consideration made unlawful by federal, state, or local laws.

Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

An Equal Opportunity Employer

