



**JEWISH FAMILY &  
COMMUNITY SERVICES**  
EAST BAY

Position Announcement

## **Volunteer Services Assistant**

**JOB TITLE:** Volunteer Services Assistant

**DEPARTMENT:** Volunteer Services

**REPORTS TO:** Volunteer Services Manager

**LOCATION:** Concord and remote

**EMPLOYMENT TYPE:** Part-time (20 hours per week), hourly/non-exempt

### **OUR AGENCY**

Rooted in Jewish values and historical experiences, and inspired by the strengths of the diverse communities we serve, JFCS East Bay promotes the well-being of individuals and families by providing essential mental health and social services through every stage of life. JFCS East Bay is an innovative, multicultural human service agency that has served individuals and families throughout Alameda and Contra Costa counties since 1877.

The agency's current programs include resettling refugees, providing mental health services to children and families, offering immigration legal services, and supporting seniors and Holocaust survivors. Our staff of more than 70 employees is characterized by its dedication, teamwork, warmth, and humor. Agency offices are located in downtown Berkeley (five blocks from BART) and Concord (five blocks from BART), with a satellite location in uptown Oakland.

*JFCS East Bay actively seeks to hire qualified professionals who reflect the cultural and linguistic diversity of the East Bay and of our clients. We are committed to creating a community where staff and clients from all backgrounds feel safe, welcome, and included. We are looking for equity-minded applicants who demonstrate a sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds present in our community. We hope to expand our diversity in the belief that clients heal best when staff represent the communities they serve and are guided by values of social justice.*

### **JOB SUMMARY**

The Volunteer Services Assistant will help ensure that JFCS East Bay's volunteer program runs efficiently and smoothly. Current programs include in-kind donations (including collection drives), produce and shelf-stable food deliveries, friendly callers for seniors and Holocaust survivors, arranging transportation for seniors and Holocaust survivors, ESL tutoring, refugee support, and the Shabbat & Holiday Meal Delivery Program. This position will also help provide volunteer support to our Immigration Legal, Parenting & Youth, and Older Adult Services departments.

### **DUTIES & ESSENTIAL JOB FUNCTIONS**

- Assist with the smooth operation of Volunteer Services programs.
- Recruit and onboard volunteers to support the Immigration Legal, Parenting & Youth, and Older Adult Services departments, based on needs identified by program staff.
- Track volunteer numbers, programs, and activities to facilitate reporting.
- Respond to volunteer inquiries and review and track applications for volunteers.
- Arrange for volunteer background checks as needed.

- Manage the weekly Shabbat Meal Delivery program, including communicating with and assigning volunteers to delivery routes.
- Assist with coordination of in-kind donations program, including screening items, managing logistics, and tracking.
- Assist with coordination of community collection drives of in-kind items, such as diapers, school backpacks, toiletries, cleaning supplies, and so on.
- Create receipts for in-kind donations, including transmitting to donor and entering information into the database.
- Meet donors at storage unit and Concord office for in-kind donation drop offs.
- Organize and maintain tidiness of in-kind donations room in Concord office.
- Assist with training and onboarding new volunteers.
- Assist the Volunteer Services Manager with other tasks as needed.

## **QUALIFICATIONS**

- Bachelor's Degree and at least 1 year of related experience in nonprofit or social service agencies.
- A demonstrated commitment to diversity and inclusion; valuing a diversity of perspectives and encouraging contributions by all team members.
- Strong organizational abilities, and ability to keep updated, well-organized tracking system and files.
- Experience with tracking and reporting data.
- Initiative and ability to work independently as well as part of a team.
- Well-developed verbal and written skills.
- Ability to work with computers.
- Patience, creativity, flexibility.
- Excellent problem-solving skills.
- Commitment to agency mission of promoting and strengthening the social and emotional well-being of diverse individuals and families throughout the East Bay.
- Excellent interpersonal skills with people of all ages.
- Ability to work effectively and respectfully with a diverse spectrum of individuals and institutions.
- High degree of cultural competence and sensitivity.
- Clean DMV record, current California driver's license, and car required.

## **PHYSICAL REQUIREMENTS**

- Ability to communicate via phone, email, and Zoom.
- Ability to sit and work at a computer for extended periods of time.
- Ability to lift and carry up to 25 pounds.

## **COVID-19 REQUIREMENTS**

All employees must show proof of vaccination against COVID-19 and follow JFCS East Bay COVID-19 policies. Reasonable accommodations may be made for individuals with medical or religious reasons where they do not cause undue hardship or pose a direct threat to the health and safety of others.

## **COMPENSATION AND BENEFITS**

Compensation is \$23.50/hr. Generous benefit package includes: Medical, Dental, Vision, Life Insurance, FSA/HSA, 401(k) with agency match (after 1 year), 28 paid days off, great colleagues, and a friendly, respectful work environment.

**TO APPLY**

Please submit a thoughtful cover letter and resume to [currentjobs@jfcs-eastbay.org](mailto:currentjobs@jfcs-eastbay.org). Please include your name, the title of the position, and "VS70" in the subject line. Position open until filled.

*JFCS East Bay is an Equal Opportunity employer that highly values diversity and does not discriminate on the basis of age (40 or older), ancestry, color, religious creed (including religious dress and grooming practices), denial of family and medical care leave, disability (mental and physical, including HIV and AIDS), marital status, medical condition (cancer and genetic characteristics), genetic information, military and veteran status, national origin (including language use restrictions), race, sex (including pregnancy, child birth, breastfeeding, and medical conditions related to pregnancy, child birth or breastfeeding), gender, gender identity and gender expression, sexual orientation, or any other protected status in accordance with all applicable federal, state, and local laws.*