



Tenants Together (TT) Hotline and Volunteer Coordinator

This position reports to the Power-building Program Director

This is a 0.8 FTE (32 hours a week) position coordinating Tenants Together's statewide renters' rights hotline and coordinating volunteer recruitment and participation from our San Francisco office. Tenants Together's hotline reaches over 2500 tenants each year and is powered by about 40 volunteer peer-counselors who need regular coordination, training, and support. Additionally, the position would coordinate volunteers interested in doing research or other projects to help further the impact of Tenants Together across the state.

Duties and Responsibilities

- **Coordinate volunteer recruitment and support**
 - Recruit, interview, facilitate volunteer placement and orientation.
 - Organize training and volunteer appreciation events.
 - Coordinate volunteer schedules to manage office space.
 - Check-in with volunteers about their skills and interests and offer additional volunteer opportunities as needed or desired in collaboration with staff.
 - Solicit volunteer feedback regularly and as part of volunteers' exit interviews.
 - Update volunteers on organization activities and programs.

- **Hotline Maintenance & Development**
 - Update/improve hotline tech & infrastructure:
 - Monitor smooth operation of calling tech systems, database case management system, and callback policies.
 - Give feedback on criteria for hotline access and outreach.
 - Monitor, manage, and delegate case intake and follow-up.
 - Help in developing annual hotline goals and program changes.
 - Compile internal reports from hotline data.
 - Identify hotline callers for media and organizing campaigns.
 - Counselor outreach, communications & support:
 - Organize internal volunteer counselor train-the-trainer leadership program.
 - Provide quarterly basic counseling trainings for hotline counselors.
 - Work to identify areas where individual counselors need retraining or additional training and coordinate with staff as needed.
 - Coordinate with staff to provide biannual advanced trainings for hotline counselors.

- **Staff Meetings and Development**
 - Participate in weekly staff meetings, staff retreats, and weekly meetings with supervisor.
 - Other duties as assigned.

Qualifications

- Ability to communicate with, supervise, and empower volunteers.

- Familiarity with Word, Excel and web browsers required. Familiarity with Google Calendar, Google Drive, Salesforce, and Outlook preferred.
- Experience with volunteers and working with the public preferred.
- Ability to work cooperatively with staff and volunteers.
- Knowledge and understanding of tenants' rights issues preferred.
- Commitment to Tenants Together's goals and mission.
- Bilingual in English/Spanish or English/Cantonese desired.

This position requires working evening hours at least two night a week and some weekends.

This position pays \$40,000 for 0.8 FTE (32 hours a week), with benefits. Please submit your resume and letter of interest to adolfo@tenantstogether.org by December 20, 2019. Thank you!

Tenants Together is an equal-opportunity employer.