



**POSITION:** Volunteer Program Manager & Outreach Coordinator

**JOB CLASSIFICATION:** Exempt, Full-time

**ABOUT US**

Clinic by the Bay ([www.clinicbythebay.org](http://www.clinicbythebay.org)) is a free, volunteer-powered health care clinic in San Francisco. Located in the Excelsior neighborhood (close to MUNI and BART), the clinic is based on the successful national model, Volunteers in Medicine ([www.volunteersinmedicine.org](http://www.volunteersinmedicine.org)), which engages retired and practicing doctors, dentists, nurses and non-medical volunteers to provide compassionate care, free-of-charge, to the working uninsured. Our mission is to understand and serve, with dignity and respect, the health and wellness needs of the medically underserved in the San Francisco Bay Area.

We seek a dedicated professional with program coordination and supervisory experience to be our Volunteer Program Manager & Outreach Coordinator. The Volunteer Program Manager is responsible for working in partnership with our small and dedicated paid staff to insure a high-quality volunteer experience for 100+ volunteers. This position will oversee all aspects of volunteer recruitment, credentialing, orientation & training, scheduling, and retention activities.

**DUTIES AND RESPONSIBILITIES:**

- Oversee volunteer program including: recruitment, orientation and on-boarding activities for all medical and non-medical volunteers; insure volunteer shift coverage—especially on Clinic days (currently, Tuesday & Thursday); implement retention, recognition, and program evaluation activities.
- This role includes coverage for special events, health fairs, community festivals, etc.
- Work with Medical Director, Clinic Manager, and Office Manager to effectively schedule and support all volunteers.
- Assist with opening and closing the clinic on clinic days.
- Co-supervise, with clinic manager and medical director: prescription assistants, interpreters, and scribe volunteers
- Serve as the initial contact and coordinator for institutional affiliates in regards to internships and preceptor-ships (e.g. Kaiser residents, Touro University MPH program, UCSF FNP program, etc).
- Maintain an environment that is motivational and supportive to all volunteer personnel.
- Ensure all new volunteers are screened and credentialed according to organization policy and procedures.
- Update and maintain volunteer management database.
- In partnership with Executive Director, develop and implement volunteer recognition and retention activities including annual volunteer appreciation party.
- Compile monthly, quarterly, and annual volunteer data.
- Coordinate Clinic outreach activities to recruit new volunteers and patients—including flyering, tabling at various events, in person outreach, etc.
- Other duties as assigned.

**QUALIFICATIONS AND EXPERIENCE:**

- 2+ years of program coordination and supervision experience; experience supervising volunteers a plus.
- Genuine passion in caring for the underserved and inspiring civic engagement.
- Commitment to the mission and values of Clinic by the Bay and Volunteers in Medicine.
- Highly organized and detail-oriented; ability to manage multiple priorities and tasks efficiently.
- Highly developed interpersonal skills and ability to effectively work with paid staff and volunteers.
- Ability to effectively supervise and coach medical and non-medical volunteers.
- Computer skills and familiarity with database management systems.
- Bilingual in Spanish highly desirable.

**COMPENSATION:**

Competitive salary based upon experience, plus generous benefits (full medical, dental, vision, 403b option, vacation).

**TO APPLY:**

Send your resume, along with a thoughtful cover letter to: [executivedirector@clinicbythebay.org](mailto:executivedirector@clinicbythebay.org)