



Now Hiring: RSVP TeleSocial Program Manager

About L.A. Works: L.A. Works is a 501(c)3 nonprofit volunteer action center that creates, manages, and implements hands-on community service projects throughout the greater Los Angeles area. We're committed to building a dedicated staff that reflects the diverse Los Angeles community. We are looking for enthusiastic, experienced individuals who share in our passion for service and our civic pride.

Additionally:

- Our work matters and has a direct positive impact on our neighbors
- We enjoy a casual, but focused work atmosphere
- We work on a hybrid model: primarily remote with an occasional in-person meeting or event

About the Role: We are looking for a social worker who is a driven, self-starter ready to provide day-to-day management and oversight of RSVP's (Retired and Senior Volunteer Program) growing TeleSocial Program. This evidence-based program leverages the time and talent of volunteers who are age 55+ to participate in a call program to socialize with and directly combat isolation in vulnerable populations across LA by offering a sense of social connectedness. The program outcomes include improved health and well-being as well as increased sense of connectedness and housing stability.

This is a "mezzo" social work role because some of the work is program design and program evaluations, and some of the work is client intervention and case management. As the RSVP TeleSocial Manager, you will be able to practice some direct social work interventions including crisis intervention, solution-based therapy, rapport building, client closure etc. This role includes a calling program for our recently housed population that we just launched as a pilot program and, if successful, could be modeled throughout Los Angeles.

This role engages 1. Volunteer participants, who are mostly aged 55 and older, 2. Homebound or isolated individuals in need of social calls, most often older adults referred by service 3. Formerly unhoused individuals referred by homeless service agencies. Program design will include training design, data collection, and program evaluation. **Hours for licensure not available.**

Essential Job Functions:

The list that follows is not intended to be comprehensive; it is intended to provide a representative summary of the major responsibilities of the position. Incumbents may not be required to perform all roles listed, and may be required to perform additional, position-specific tasks.



- Recruit and track volunteers to grow our program from 65 annual RSVP TeleSocial volunteers to at least 130 volunteers a year;
- Create partnerships with LA organizations to refer at least 130 call recipients a year.
- Create and implement an effective system to track data;
- Conduct and analyze surveys with call recipients to identify and track impact of volunteer participation;
- Design, implement, and update training modules for ongoing and future programming;
- Match trained volunteers with call recipients;
- Ensure calls are being made on a weekly basis between volunteers and call recipients by maintaining ongoing contact;
- Manage the relationship between volunteers and call recipients;
- Serve as a liaison between volunteers and social workers to address call recipient concerns as they arise;
- Oversee volunteer associate to ensure accurate records of volunteer hours are being recorded;
- Manage and oversee a part-time social worker intern to help with day-to-day operations;
- Look into funding opportunities to grow the program;
- Participate in at least one of L.A. Works' Internal Task Forces (i.e. DEI, Team FUN, Take Action, etc.) and support other team members as able;
- Participate in L.A. Works' large-scale signature Days of Service; and
- Any and all other duties assigned by the supervisor.

About You:

- Background in social work required;
- Good team player, able to work collaboratively with dynamic leadership and staff;
- A track record of delivering results while juggling competing priorities;
- Professional demeanor in person, in writing, and on the phone;
- Ability to be creative and resourceful to develop new, unique programs and initiatives;
- Strong organizational skills and detail-oriented nature;
- Strong professional note-taking skills to keep track of numerous clients and volunteers along with additional follow-up;
- Experience in case management and resource provision;
- Open to and excited by the opportunity to inform our strategic thinking and work within an entrepreneurial environment;
- Interested in learning more about the nonprofit climate of Los Angeles;
- Able to envision the potential of programming and take action steps to meet that vision;
- Proficient at creating and maintaining strong relationships;
- Embraces the flexible nature of a bustling nonprofit; and
- Spanish-speaking.



Additional Requirements:

- Meet baseline responsibilities and requirements within a set schedule;
- Demonstrated Mac computer and program skills, including Microsoft Office Suite, Salesforce (or equivalent) database management, presentations, mail merge, and digital/social media;
- Ability to lift up to 30 pounds;
- Initiate NSWOP and criminal history check prior to hire;
- Valid driver's license and access to reliable transportation for regular travel throughout Los Angeles County; and
- Able to work some evenings and weekends.

Reporting: This position reports to the Director of RSVP.

L.A. Works strives to model our vision of a just, vibrant, and inclusive Los Angeles. As an equal opportunity employer, all individuals are encouraged to apply without regard to race, color, religion, age, disability, national origin, gender, sexual orientation, marital status, ancestry, genetic information, medical condition, veteran status, or any other class protected under federal, state, or local laws.

Time expectations and salary: This is a full-time, grant-funded position. Targeted hiring salary is \$50,000. Salary commensurate with experience and internal equity. L.A. Works offers a competitive benefit package including health insurance, professional development opportunities, a non-match 401k, and generous time-off. This job description doesn't constitute a contract of employment and that the company may exercise its employment-at-will rights at any time.

COVID-19 safety: L.A. Works requires its employees to be vaccinated against COVID-19, subject to certain exceptions as required by law. New hires working at L.A. Works must be fully vaccinated no later than 60-days after hire. All employees are also required to submit to additional masking and social distancing requirements.

To apply: please email a cover letter describing why you are a good fit for this role, along with your resume, as a single PDF document to jobs@laworks.com.

Background Check: As a finalist for a job, you will be subject to a routine background check. The resulting report of your conviction history (if any) will be used to determine whether the nature of your conviction conflicts with the specific duties and responsibilities of the job. Having a conviction history does not automatically preclude you from a job with L.A. Works.