



Little Tokyo Service Center has a 35-year history of providing multilingual, culturally appropriate social services to people of Little Tokyo and in the broader Japanese American community. Its Social Services Department seeks to immediately fill the following position.

Job Title: Community Engagement & Volunteer Coordinator

Status: Full-time, salaried

Salary: DOE

Position Summary: The Community Engagement & Volunteer Coordinator is responsible for developing, implementing, and evaluating a strategy for engaging community members in community building activities. The primary focus is to empower people through community participation, sharing their knowledge and time to expand bilingual and bicultural services to meet the needs of underserved Asian American populations in Los Angeles County, with an emphasis on seniors in the Japanese American community in the South Bay area.

Duties and Responsibilities:

Develop and implement a community engagement strategy.

- Facilitate a needs assessment process for select Asian American communities in the South Bay.
- Compile community resources and assets relevant to the target population(s).
- Develop strategic relationships with community organizations, particularly in Asian American communities in the South Bay.
- Establish and maintain a network of stakeholders using various outreach and communication tools.
- Educate and empower individuals and families, particularly seniors, low-income and at-risk individuals.
- Coordinate voter registration and voter education activities.
- Ensure that community engagement strategies are aligned with organizational goals
- Work with Real Estate Development and other Community Economic Development staff members to coordinate joint initiatives.
- Represent the organization and advocate for community needs at external meetings and in coalitions.
- Develop and manage a budget for community engagement activities.
- Monitor and meet performance goals as required by service contracts and/or by supervisor, and maintain records for reporting and audit purposes.

Manage a branch office serving community members in South Bay.

- Build a functional work environment that projects a welcoming atmosphere for visitors and promotes efficient service delivery by staff.
- Oversee branch office operations and budget to achieve maximum expense control and productivity.
- Coordinate with Social Services staff to make appropriate referrals to internal programs and connect people to external resources.

Coordinate volunteer resources to support the agency's overall Social Services work.

- Work with department staff to identify programs and tasks that could benefit from volunteers.
- Recruit and screen volunteers with diverse backgrounds and skills to meet various program needs.
- Organize volunteer training sessions, including logistics and scheduling, and preparation of materials.
- Match trained volunteers with appropriate assignments, making sure that both staff and volunteers clearly understand responsibilities, schedules, and supervision roles.
- Check in with volunteers regularly to foster positive experiences and nurture relationships.
- Evaluate the performance of volunteers periodically, and provide feedback and ongoing training.
- Develop and implement volunteer appreciation and retention initiatives.

Other duties as an employee of the Social Services Department and of the agency.

Qualifications and Experiences:

- Bachelors degree in Social Work, American Studies, Political Science or related field; OR
- Two years of experience in social services, community organizing, volunteer coordination, program management, etc., preferably with older adults and with ethnic minority populations;
- Effective communication skills in English and Japanese, with demonstrated working knowledge of community services in the area, particularly for elderly and Asian immigrant populations;
- Ability to problem-solve and work both independently and in teams;
- California driver license and access to an insured automobile.

Please submit inquiries, cover letters and résumés to SocialServices@LTSC.org.