



Programs & Outreach Associate

Position Summary: This position is responsible for recruiting, coordinating, and engaging volunteers while providing administrative and program support for initiatives. The ideal candidate is organized, personable, and passionate about creating meaningful experiences for families and volunteers alike.

Hours: 40 hours per week full-time in the office (9 AM-5 PM, and some additional weekend or nights as assigned).

Pay: \$25 per hour

Reports To: Executive Director

Our Mission: To financially assist local children who have life-long physical disabilities, beyond what insurance covers.

Our Programs: Bella's Angels offers three key programs that support families throughout Palm Beach County. Our **Medical Assistance Program** provides financial support to help cover medical-related expenses for qualified children we serve. **Thea's Night Out** offers much-needed respite care for families who have children with illnesses and disabilities, giving parents a break while their children enjoy a safe, fun evening. This program is currently offered once a month in three locations across the county. Finally, we host our annual "**Access for All**"

Abilities Showcase, a one-day event that connects families with valuable resources, services, and organizations that support individuals with disabilities and illnesses throughout Palm Beach County.

Key Responsibilities Include:

Volunteer Coordination

- Recruit, onboard, and train volunteers for all programs and events
- Maintain volunteer schedules and work collaboratively with staff members to ensure adequate coverage for programs and events, including Access For All Abilities Showcase, special program events, and fundraising activities.
- Actively recruit and onboard volunteers for the "Thea's Night Out" program
- Serve as the main point of contact for volunteers, answering questions and providing guidance
- Track volunteer hours and maintain accurate records in the volunteer management system
- Support volunteer recognition initiatives to foster engagement and retention
- Ensure compliance with organizational policies and any required screenings

Program & Event Support

- Assist in planning and executing programs, including "Access For All" Abilities Showcase, the medical program, and community outreach events throughout the county
- Serve as a case worker supporting approximately 20-30 families within the organization, including onboarding, processing reimbursements, and managing annual supporting documentation.

Please submit your cover letter and resume to djaffe@bellasangels.org.



- Prepare program materials, organize supplies, and support logistics for program-related events
- Coordinate communications with families, volunteers, and staff to ensure smooth program operations
- Assist in post-event follow-up, including feedback collection and reporting
- Maintain program calendars and schedules

Administrative Support

- Maintain organized files for volunteers and the overall programs
- Support data entry, reporting, and other administrative tasks for the Programs Department
- Assist in keeping the Resources page and Bella's Buddies pages updated on the website as well as assist with ideas for social media pertaining to mission-oriented posts
- Assist with special projects as assigned by leadership
- Represent Bella's Angels professionally to volunteers, families, donors, and community partners
- Additional duties as assigned by the Executive Director

Qualifications

- College diploma preferred
- 2-4 years of experience in volunteer coordination, nonprofit, or administrative roles preferred
- Excellent interpersonal, communication, and organizational skills
- Ability to manage multiple priorities and work independently
- Proficiency in Microsoft Office and/or Google Workspace; familiarity with volunteer management software is a plus
- Comfortable with occasional evenings or weekends for events

Core Competencies

- Proficiency with spreadsheets, databases, and word processing including Microsoft Office 365 Applications, Adobe Acrobat, and world wide web.
- Ability to multi-task and prioritize in a dynamic work environment.
- Strong attention to detail and ability to work as a team member with minimal supervision.
- Solid written and oral communication skills and excellent phone manner.
- Ability to develop effective work plans, organize details, set priorities, and meet deadlines.
- Ability to operate and troubleshoot standard office equipment.
- Ability to collaborate well with others.
- Ability to maintain confidentiality and uphold clear boundaries
- Passion for the Foundation's mission.

Bella's Angels Inc. is an equal employment opportunity employer. Our policy is clear: there shall be no discrimination based on age, disability, sex, race, religion or belief, gender reassignment, marriage/civil partnership, pregnancy/maternity, or sexual orientation.

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