



Program Support Job Announcement 07/2025

The Women's Building (TWB) is a women-led community space based in San Francisco, CA that advocates self-determination, gender equality, and social justice. We provide services and programs to empower women, are the home to a variety of non-profit organizations, and are a community center with meeting spaces available for rent.

Reports to: Lead Program & Volunteer Coordinator

Objective: This position is part of a team that is responsible for developing the CRR as a community space where visitors, participants, volunteers, staff members and other organizations exchange information, resources and best practices. **Programs Support** plays a critical role in supporting the day-to-day operations of our Community Resource Room (CRR), including basic needs services such as **food access and tax preparation**, digital literacy, one-on-one client support, and outreach events. This position ensures a welcoming, organized, and trauma-informed space for immigrant and low-income women accessing our programs.

Responsibilities and duties:

Food Access Program Support (30%)

- Coordinating and operating the weekly food pantry, including setup, check-in, distribution, and breakdown
- Lead the seasonal Cooking matters cohort set up and coordination
- Support delivery coordination, and inventory management of Snack Program
- Track participation data and share feedback to help improve food access services

Tax Program Support (Seasonal – 30%)

- Provide intake and logistical support during the annual tax preparation season (Nov–May)
- Welcome clients, help them prepare necessary documents, and support appointment scheduling
- Assist with volunteer coordination and scheduling, setup of clinic space, and general administrative support
- Work with Tax Specialist to provide technical support to volunteer and clients

Community Resource Room (CRR) Client Support (40%)

- Support with overall Community Resource Room programing including but not limited to one on one participants support, workshops and one time events
- Work directly with community members with tasks such as resume writing, job applications, housing searches, form completion, or basic tech support and computer lab management



- Maintain appointment schedules and support timely referrals to legal, financial, and wellness resources
- Work closely with reception to ensure proper intake of community members and setting appointments
- Ensure CRR space remains clean, organized, and stocked with up-to-date materials
- Participate in outreach activities such as flyering, phone banking, and tabling
- Assist with program reminders and follow-ups via text, phone, and email
- Help develop or distribute outreach materials (e.g., flyers, social media content)
- Represent the organization at community events in a warm and welcoming manner

Other:

- Participate in TWB supervision, staff meetings and advocacy efforts.
- Perform other duties as assigned by supervisor or manager

Qualifications:

- Education Training: High school diploma preferred.
- Experience/Knowledge/Skills:
 - Cultural humility and experience in working with diverse populations, including communities of color, immigrants, LGBTQ+ communities, and persons of various ages, socioeconomic backgrounds, health status, and abilities
 - Strong commitment to immigrant justice, gender equity, and access to resources
 - Bilingual English and Spanish (spoken and written)
 - Excellent interpersonal skills; warm, compassionate, and respectful approach
 - Ability to work independently and as part of a team
 - Punctual, reliable, and highly organized
 - Ability to work in a fast-paced, community-facing environment
 - Comfort with Google Workspace (Docs, Sheets, Calendar), basic data entry, and email
- Other:
 - Ability to work on-site
 - Ability to remain in stationary, sitting or standing positions for extended periods of time.
 - Ability to lift up to 25 lbs. and participate in physical tasks such as room setup or food distribution
 - This is an in-person position based at our community building
 - Availability required on key program days, including weekly food pantry and tax clinic days during tax season and other programming.
 - May through December- Monday-Friday
 - January through April- Saturday, Monday-Thursday

Estimated Start Date: 09/02/2025 **Salary:**\$31.25/hour **Schedule:** Varies

Benefits: Medical Insurance, Dental Insurance, Life Insurance, Vacation, Sick Leave, Retirement

Application Deadline: Please send *cover letter and resume* to vanessa@womensbuilding.org by
08/11/2025