



JOB ANNOUNCEMENT

Community Manager, Families for Safe Streets

Full-Time, Exempt

At Walk San Francisco, we believe when you walk out the door to go to work, to school, to the park – anywhere – you shouldn't be risking your life by simply crossing the street. But sadly, every day an average of three people are hit while walking in San Francisco.

Walk SF exists to change this. And one of the ways we do this is through **San Francisco Bay Area Families for Safe Streets (FSS)**. This is a community of people who have been directly affected by a traffic crash, either as a crash survivor themselves, or they have a loved one who was hurt or killed in a crash. [Learn more at walksf.org/fss](http://walksf.org/fss). Walk SF has hosted and supported this group since its founding a decade ago.

Our FSS group is part of a bigger movement that is proving to be a crucial and powerful force for change. [Read the New Yorker story](#) about how the first Families for Safe Streets group started in New York City, and what's happening around the country.

We are seeking a compassionate (and passionate!) manager to lead and support our Families for Safe Streets group. The ideal candidate will possess a unique blend of empathy, resilience, and communication skills. This is a wonderful community of people to work with. This role will require sensitivity to working with people living with profound grief and special skills for navigating tough conversations and grief in trauma-sensitive ways.

This is a salaried, exempt position, with a starting salary of \$68,000 - \$73,000. Benefits include three weeks of PTO and 10 national holidays (plus our office is closed between Christmas and New Year's); sick time; medical benefits plus a wellness flex fund; professional development funding; and 401k match.

KEY RESPONSIBILITY AREAS

This position oversees the San Francisco Bay Area Families for Safe Streets group, and works closely with and is supported by other members of the Walk SF team. Principal responsibilities of the position include:

Supporting and Growing the Group

- Develop and maintain trust-based relationships with FSS members and support their advocacy efforts and specific interests on safe streets issues

- Build awareness about this group more broadly by connecting with key community organizations
- Conduct personal outreach to people identified as potential FSS members, and support their “stepping in” to the FSS group
- Develop and maintain relationships and partnerships with key outside organizations and stakeholders that are connected with or support traffic victims
- Facilitate connections between families and legislative stakeholders; coach and support FSS members in sharing their stories
- Coordinate special emotional support, storytelling trainings, or events for FSS members as needed
- Track current and potential FSS members in Salesforce, including their crash history
- Design and lead monthly FSS meetings
- Write the monthly FSS newsletter and oversee FSS’s social media accounts
- Conduct basic website content updates for FSS so people can easily find ways to engage and get support, plus work with FSS members to occasionally author blogs

Crash Tracking and Response

- Track San Francisco’s pedestrian and bicycle fatalities
- Engage FSS members and support affected community members in any larger actions/vigil responses to a crash that Walk SF leads
- Find new ways to make sure victims and loved ones know about FSS in the aftermath of a crash, including improving multilingual materials and people who work with victims

World Day of Remembrance for Road Traffic Victims (3rd Sunday in November)

- Work with FSS members to help shape the event
- Coordinate event logistics (permits, supplies, run of show, design, vigil)
- Oversee outreach to FSS members, partners, and people who have been recently affected by a crash to attend World Day of Remembrance
- Work with the communications director to identify and recruit speakers, and support their success
- Support special activities related to World Day of Remembrance, such as creating a video, building a temporary memorial, or installing signs at crash sites leading up to the event

Learning and Connecting on the Issues and Campaigns

- Stay informed on the national Families for Safe Streets efforts
- Learn about Walk SF’s current campaigns for FSS members to engage in
- Support FSS members in engaging in safe streets issues and policymaking in a variety of ways
- Learn and track what’s happening with the national Families for Safe Streets movement, and connect with their leadership and efforts

Communications

- Draft and edit the FSS monthly newsletter and other email communications
- Post regular content on FSS's social media channels to support and grow visibility for the group

Team and Administrative

- Participate in staff meetings and team building activities and trainings
- Write reports as needed for FSS grant reporting requirements
- Manage resources effectively to ensure program goals are met within budgetary constraints.

EXPERIENCE AND QUALIFICATIONS OF OUR IDEAL CANDIDATE

While no one person will embody every quality, our ideal candidate will bring many of the qualifications and attributes listed below:

- 3+ years of relevant experience
- Familiarity with trauma-informed care; ability to sensitively engage with individuals experiencing trauma and grief
- Empathetic communication skills and strong writing
- Social media savvy a plus
- Experience with connecting and working with a range of people of a variety of backgrounds
- Experience with and passion for safe streets advocacy
- Additional training in trauma-informed care or grief counseling a plus
- Recognition of the importance of self-care while engaging in emotionally demanding work.
- Working fluency in a second language (Spanish or Chinese) a plus
- Experience with meeting design and facilitation
- Organized, meets deadlines, and has a can-do attitude
- Working knowledge and comfort with Google Suite and CRMs (we use Salesforce)
- Comfort and ability to learn new technologies
- Commitment to Walk SF's mission of creating the most pedestrian-friendly city in the United States.

HOW TO APPLY

Candidates with a combination of the above qualifications and a heartfelt commitment to supporting families affected by traffic violence are encouraged to apply. We value diverse experiences and perspectives in our effort to provide comprehensive and compassionate support.

To apply, please send: 1) a cover letter that includes where you heard about the position, your reasons for applying, and the relevant experiences you would bring to this role; and 2) your resume.

Please merge these two documents into one PDF with a file name that includes your last name and “FSS Community Manager”) and email to careers@walksf.org. Use the subject line: Families for Safe Streets Manager Application. Resumes submitted without a cover letter will not be considered. This position was posted on May 7, 2024 and applications will be reviewed on a rolling basis, so please apply ASAP.

MORE ABOUT US

Our staff is focused on making positive change in the world, honors and supports diversity in the workplace, and is committed to being intentionally inclusive in all our relationships.

Walk SF sees our work to contribute to ending systemic racism as ongoing, and our Board and staff identify and take meaningful actions internally and externally as an organization in support of this. We recognize that transportation policy can play a key role in creating a more equitable city and world.

Walk SF is committed to providing a workplace that is free from discrimination and harassment on the basis of race, color, religious creed, national origin, age, sex, marital status, sexual orientation, gender identity, disability, medical condition, veteran status, or any other classification protected by applicable law in employment or service policies and practices.

Currently, we have a hybrid working environment with 2 days minimum in-office each week. Our office is in the Mission District and is ADA accessible and close to transit and bike share. We are a flexible, family-friendly, collaborative workplace that makes time for team bonding and volunteer service.

Walk SF's strategic plan commits our organization to determine our highest priority projects and campaigns through an equity lens. Walk SF focuses our program activities on communities and/or geographies where issues of equity are most at play. Crash data shows that San Francisco's residents living in communities of concern suffer the most from traffic violence. These are communities with the most low-income people, immigrants, communities of color, seniors, children, and people with disabilities.

Learn more about us at walksf.org, especially our blog and most recent impact report.