



Foundation Office: 17752 Sky Park Circle #140, Irvine, CA 92614

Position Title	Virtual Support Coordinator
Department	Programs
Reports To	Program Operations Lead
Position Status	12 hours per week, part-time, non-exempt, non-supervisory
Hourly Salary	\$19 - \$21
Location	Remote Position
Schedule	Weekdays, with some flexibility in schedule, including some weekends and evenings as required by various events.
Benefits	Paid Sick Time Off and can participate in an employee-contributed 403b Retirement Plan. Upon the 2 nd year of service, employees receive – partial paid Holidays.
Hire Time Frame	Immediate Hire

******To ensure best use of time, please confirm you are qualified to apply to this job by checking the Qualifications section below.******

Position Overview:

The Autism Community in Action (TACA) is dedicated to providing education, support, and hope to families impacted by autism. Within the Program Department, TACA’s support programs equip parents with the knowledge and tools to develop actionable plans for their families.

The Virtual Support Coordinator is responsible for virtual support programming at both national and regional levels through TACA’s support programs. Reporting to the Program Operations Lead, the Virtual Support Coordinator will collaborate closely with the Support Team, TACA Leadership volunteers, and the Program Team to ensure seamless event preparation, volunteer recruitment, event facilitation, data monitoring, and delivery of a professional virtual experience for all participants.

We are seeking a tech savvy, organized team player who excels in collaborative and innovative environments. The ideal candidate will possess firsthand experience as a parent or caregiver of an individual with autism, exceptional communication skills, comfort in front of the camera, and outstanding organizational and multitasking abilities. Additionally, alignment with TACA’s mission and messaging is crucial for effectively conveying these aspects across all external platforms.

This is a remote position with flexibility in working hours. The Virtual Support Coordinator must be available to work occasional evenings and weekends to accommodate virtual events.

Essential Responsibilities:

- Collaborate closely with the Program Team to ensure virtual support programming aligns with TACA’s mission, messaging, and objectives.
- Virtual Support Meeting Coordination:
 - Follow TACA procedures and processes for virtual support meetings/family meetings.
 - Collaborate with Virtual Support Team to plan cohesive support meetings with appropriate moderation.
 - Proactively engage and recruit Leadership Volunteers to ensure meetings are staffed properly.
 - Utilize various platforms to prepare for each Virtual Support Meeting.

- Create external communication for all support meetings through PowerPoint presentations and recordings.
- Maintain the Program Team calendar and planners with all support meeting details.
- Communicate plans across program and marketing teams and with volunteers.
- Execution of Virtual Support Meetings:
 - Coordinate details for national and regional support meetings in collaboration with the Virtual Team.
 - Maintain backend support to ensure virtual support offerings meet TACA mission, professional standards, and address online safety.
 - Lead national support meetings with a general reach, including support meetings, family panel meetings, virtual support hours back-up as needed, conference, Autism Action Month, and other special meetings.
 - Facilitate meetings with proper check in, introductions, clear communication of TACA information, sharing links and appropriate information throughout the meeting, and tying each meeting back to TACA's mission.
 - Ensure a professional and engaging virtual experience for all participants by effectively managing virtual event platforms and technologies.
 - Actively promote diversity, equity, and inclusion in all aspects of virtual support meeting interactions by fostering and demonstrating respect and value of all participants and their experiences.
- Post Meeting:
 - Complete the follow up process after each support meeting, including emailing attendees, attendance reconciliation, and other communications as needed.
 - Engaging with Leadership Volunteers, assisting in developing and delivering Volunteer Training for virtual support.
 - Report, monitor, and analyze data and trends related to virtual support events, providing insights for continuous improvement.
 - Collect, compile, and organize meeting reports and documents from various platforms into Microsoft Teams and EveryAction/CRM.
 - Assist in ideas and campaigns to increase awareness and attendance of support meetings.
- Support organizational initiatives for external online support content.
- Attend staff meetings pertaining to job duties including, All Staff, Programs Team, Virtual Support, and others as needed.
- Perform other reasonably related tasks as assigned by the Development, Program and Finance Departments or by the CFO and Executive Director.

Qualifications and Requirements:

- Extensive knowledge of Autism is required, including an understanding of current topics in autism: medical, educational, diet, teen and adults, home life, etc. and awareness of challenges faced by families on an autism journey and across the spectrum of need.
- Ability to synthesize information for a spectrum of families that is usable and meets their needs.
- High proficiency with Microsoft Office Suite and Teams, Social Media Platforms, and tools for virtual meetings is required, along with a willingness to learn about TACA's CRM. Proficiency should include Microsoft Teams, PowerPoint, Zoom, Webex Events, and other virtual meeting software and Facebook and Instagram.
- Bachelor's degree preferred or equivalent experience; HS Diploma or GED equivalent is required.



- Prior experience in event planning, coordinator, volunteer management, preferably in a virtual environment.
- Excellent written and verbal communication skills with the ability to produce timely and impactful content and communicate with compassion and discretion.
- Ability to work independently and collaboratively as part of a team.
- Experience in recruiting, developing and motivating volunteers.
- Bilingual in Spanish is a plus but not required.

Key Competencies:

- Highly motivated, independent worker or team player who is deadline-driven with the ability to multitask in a fast-paced environment.
- Manage communication, actively participate in meetings, conduct research, and complete assignments or administrative tasks during virtual meetings.
- Ability to remain calm in stressful situations, pivot as needed and think forward.
- Excellent verbal and written communication skills and competency to answer questions with accurate, clear details and facts, that align with TACA messaging.
- Understanding the needs of families on a journey with autism while supporting a diverse and dynamic community with an open-minded and respectful approach.
- Uphold the guidelines of TACA's mission and messaging in every support event.

About The Autism Community in Action (TACA):

The Autism Community in Action (TACA) is a national nonprofit 501(c)(3) organization founded in 2000 by Glen and Lisa Ackerman with the mission to provide education, support, and hope to families living with autism. Headquartered in Irvine, CA, with staff and volunteers working across the country. Programs include virtual support and education events, parent mentors, Hope and Help for Autism private Facebook group, website resources, in-person support meetings, conferences, and scholarships. For more information, visit www.tacanow.org.

Apply for this position:

Please email your resume and a brief description of why you feel you are the best candidate for this position to heather.nelson@takanow.org, People Resources, Culture & Engagement Manager and susan.tordini@takanow.org, Sr. Office Coordinator. At TACA, we value diversity in our workplace. If you need reasonable accommodations for the application and/or interview process, please include that information.

The Autism Community in Action maintains a work environment free from discrimination, one where employees are treated with dignity and respect. All employees share in the responsibility for fulfilling TACA's commitment to equal employment opportunity. TACA follows all State, County and Federal guidelines pertaining to COVID and the spread of COVID.