

## CAREER OPPORTUNITY

**Title:** Choice Pantry Front-Door Coordinator and Program Assistant

**Hours:** Full-time (37.5 per week, non-exempt position)



### **Brief Description:**

The Choice Pantry Front Door Coordinator supports daily pantry operations and aids with food stability, health education and awareness, and greater self-sufficiency for individuals and families seeking services. Provides daily oversight of the Choice Food Pantry front door operations. This position provides coordination, oversight, and supportive services to the Choice Food Pantry program, by managing client eligibility standards and program data using the Virtual Case Management (VCM) system, maintaining reports and compliance with health and safety guidelines, and providing supervision to intake volunteers, staff, and assigned students interns. Coordinates with the Pantry Floor Coordinator in the ordering of food from the Foodbank and receives food deliveries. Manages schedule of intake volunteers, community service workers, and other personnel. As the Program Assistant for Mission Services, provides support in client and administrative activities. Assists with short-term case management activities and support related to Family Stabilization Services client case plans. Assists with maintenance of client records including data entry into agency databases.

### **KEY RESPONSIBILITY AREA MAIN DUTIES (Not all inclusive)**

i) **Coordinate and oversee Choice Pantry services.**

- (1) Establishes client eligibility within standards set by food providers and VCM (Virtual Case Manager: electronic intake system)
- (2) Maintains strong member partnership with The Foodbank in Dayton for weekly food distribution and daily access to food as needed.
- (3) Coordinates with the maintenance and reporting of VCM documentation, and reports data to the Manager in a timely manner
- (4) Prepares Guest Associate and other front-door team members to perform daily activities associated with client intake and food distribution and ensures a welcoming environment for clients presenting for services.
- (5) Provides short-term support to pantry clients during pantry hours, providing referrals and/or linkage to community resources and facilitates referrals to Family Stabilization & Support (FSS) case management services as needed.
- (6) Identifies and networks with community agencies and programs to collaborate for effective food distribution and access to resources for Choice Pantry clients and services.
- (7) Manages food expenditure data and collaborates with the Manager to complete monthly reports.
- (8) Prepares monthly reports and other statistical documentation as needed.
- (9) Provides oversight to the distribution of childhood nutrition and hygiene resources.
- (10) Oversees food delivery and floor coordination in the absence of the Pantry Floor Coordinator

ii) **Supervision of temporary staff and volunteers, including mature workers and students**

- (1) Train and oversee intake and front-end pantry volunteers in their assigned duties.
- (2) Arranges schedule for intake and front-end positions including paid and volunteer pantry staff and short-term student interns. Coordinates scheduling with Pantry Floor Coordinator to ensure appropriate coverage in all areas.
- (3) Collaborates with agency volunteer coordinators in community outreach activities for volunteer development and recruitment and onboarding of Choice Pantry volunteers.
- (4) Problem solves with pantry staff and volunteers as needed and mediates disputes if required.
- (5) Advocates compassion and sensitivity in the work environment, being specifically sensitive to the people we serve.

iii) **Data Entry and Case Documentation for Family Stabilization Services**

- (1) Serves as the primary support for entering and updating client case records in the agency case management database (Apricot).
- (2) Maintains paper case files and ensures appropriate documentation of case notes, referrals, and units of service delivery.
- (3) Assists with Case Management phone lines and directs clients to appropriate resources.
- (4) Assists with scheduling and completion of Neighbors Helping Neighbors utility assistance appointments.
- (5) Ensures available files, copies, and resources are available for Missions Services team.
- (6) Assists with data entry into department tracking systems and spreadsheets.
- (7) Assists with monthly reporting and participates in Quality Assurance Processes.
- (8) Collaborates with Manager and FSS Case Manager for joint program projects.

iv) **Teamwork and Professional Growth**

- (1) Effectively coordinates all pantry services with Pantry Floor Coordinator for a seamless client experience.
- (2) Actively participates in team process during meetings and informal processes or projects provided.
- (3) Brings issues for discussion to team or appropriate team member.
- (4) Communicate effectively with volunteers, staff, Mission Services Manager, and all partners associated with the program.
- (5) Collaborates with the FSS Case Manager and other agency staff in referring pantry clients for additional support.
- (6) Participates in ongoing evaluation process of the program provided.
- (7) Participates in supervision and assures own professional development by attending workshops and trainings.
- (8) Demonstrates an attitude and approach of a “team player.”

**MINIMUM EDUCATION, KNOWLEDGE, AND EXPERIENCE:**

- Associate’s degree and at least one year experience in social services, non-profit services, or some college with 2+ years of social service experience, customer services management, or food services.
- Sound interpersonal skills
- Knowledge of community resources
- Ability to work with diverse populations.
- Ability to communicate with pantry clients and build relationships.
- Ability to network with other persons or agencies to meet client needs/goals.
- Ability to plan creatively and collaboratively with volunteers and referring agencies.
- Ability to appropriately conduct meetings.
- Willingness to work flexible hours.
- Valid Ohio driver’s license and access to private, insured vehicle during working hours

*All interested candidates should send a resume with salary requirement to: Human Resources Catholic Social Services of the Miami Valley, 922 W. Riverview Ave., Dayton OH 45402 Or e-mail to [jobs@cssmv.org](mailto:jobs@cssmv.org) or fax to 222-6750*