



Job Description:

SUPPORT WORKS COORDINATOR

Department: Support Works
Reports To: Executive Director
Supervises: not applicable
Date: February 2024

About Elk Grove Food Bank

Looking for mission-driven work? Do you want to start each day knowing you are going to help put nutritious food in front of hungry people? Do you want to go home each day knowing you've made a difference for families, seniors, and those in need?

Elk Grove Food Bank Services (EGFBS), which is celebrating its 50th anniversary in 2024, provides food, clothing, and additional resources to those in the Elk Grove and southern Sacramento County region. EGFBS mobilizes individuals, companies, and community partners to connect our local residents to the food they need. With a strong commitment to nutrition, EGFBS also works hard to distribute fresh produce to those in need.

Job Summary

The Support Works Coordinator (SWC) is responsible for working directly with new clients for all aspects of client intake, including determining services needed, compliance with eligibility requirements, and data entry and record keeping. The SWC will also work directly with existing clients to ensure all client information is updated and accurate in the client database. The SWC handles all CalFresh transactions, including meeting directly with applicants to assist with the application process and conducts outreach activities to educate the public on the program benefits and to increase enrollment.

It is essential that the incumbent be empathetic, courteous, highly organized, professional, and meticulous with detail and protocol in all interactions with potential and current clients, staff, volunteers, and the public.

Essential Duties and Responsibilities

- Meet directly with new clients and obtain the information necessary to register the incoming client for services provided by Elk Grove Food Bank.
- Determine what additional services may be needed by new and existing clients and guide them to the appropriate resource.

- Ensure all new and updated client data is entered into the required databases accurately and efficiently, within prescribed time frames.
- Assist with client database management.
- Sort and organize hard copies of paperwork after entering data electronically.
- Prescreen potential CalFresh participants and provide application assistance at the Elk Grove Food Bank location, over the phone, and at various off-site venues.
- Follow up with clients in the application process.
- Conduct CalFresh outreach activities at community events, fairs, showcases and other places of public attendance, including but not limited to Elk Grove Food Bank distribution sites, homeless and veterans' services locations, and farmers' markets.
- Speak to community groups and faith-based organizations serving the CalFresh eligible population about the benefits of the program in order to increase enrollment.
- Track outreach activities, maintaining all files necessary of all outreach activities.
- Remain current of all aspects of CalFresh policies and procedures, new outreach practices, and participate in relevant training opportunities.
- Assist in recruiting, training and overseeing outreach volunteers.
- Maintain appropriate records and client confidentiality.
- Demonstrate excellent customer service in all communications - by phone, e-mail, and in person.
- Translate food bank communication for staff and community members as appropriate.

Job Specifications

Education:

- Bachelor's degree is required
- Bachelor's degree in social work, mental health, or a related field is preferred

Experience:

- Minimum two years' experience working with low-income residents with a government, non-profit, or faith-based organization in an outreach, service, or case management capacity is preferred
- Experience in outreach is preferred, as is familiarity with social services, community resources, and benefit programs

Knowledge, Skills, and Abilities:

- Bilingual required
- Strong organization skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail
- Ability to communicate effectively and respectfully with people from different racial, ethnic, and cultural groups and from different backgrounds and lifestyles
- Ability to organize work, to set priorities, to exercise independent judgement, and to demonstrate flexibility in balancing the needs of various programs, clients, and staff.

- Ability to demonstrate a high degree of accuracy in data entry and database work.
- Proficient in Microsoft Excel, and the Microsoft Office Suite generally.
- Comfortable with public speaking and making presentations.
- Maintain high level of confidentiality at all times.
- Demonstrated ability to maintain a level of professionalism, promoting Elk Grove Food Bank's community spirit and mission
- Committed to the organizational mission "to provide essential resources to overcome the many faces of hunger and human need."

Physical Requirements

- Able to hear conversations in person and on the phone
- Able to see to read reports, documents, and manuals
- Requires some outdoor work, frequent standing and sitting throughout the day
- Requires bi-manual dexterity and ability to use a computer keyboard
- Able to safely lift or carry items weighing up to 25 pounds

Compensation and Hours

This is a regular, non-exempt position. PTO benefits and 13 paid holidays per calendar year are included.

This position operates on a part-time schedule, Tuesdays through Fridays, from 9 am to 3 pm. Please note that occasional weekend and after-hours work may be required to meet project deadlines or to support special events. Flexibility to accommodate these requirements will be appreciated and is considered an integral part of this role.

Approvals:

Executive Director Signature

Date

The Duties and Responsibilities, Skills, and Abilities listed above are not intended to be an exhaustive list for this position. They are intended to be exemplary of the level and complexity of work generally performed by a person in this job. The duties and responsibilities may be changed due to evolution of the position or to reflect the special abilities or disabilities of the person in the position.

I have read the above job description, understand the duties and responsibilities, can perform the duties and responsibilities with or without accommodation, and I support the mission of the Elk Grove Food Bank.

Employee Signature

Date

To apply: This is a part-time position. Interested applicants should send their resume with a cover letter and salary requirements in an email with the subject line of “Support Works Coordinator” to **info@egfbs.org**.