



Food Access & Client Services Manager

Location:
Lawrenceville, NJ (primary)

Position Type/Classification:
Full-Time / Exempt

Reporting To:
Director of the Resource Network

Compensation/Salary Range:
\$58,000 - \$63,000/year

Organization Overview

Since its inception over 30 years ago, HomeFront has worked to break the cycle of poverty and end homelessness in Central New Jersey, serving tens of thousands of Mercer County, New Jersey families. In the past year alone, families came to us over 50,000 times for shelter, food and life-changing assistance. Started by volunteers providing meals for families living in welfare motels in and around Trenton, HomeFront has since developed a holistic array of services for clients who are experiencing homeless, facing complex barriers to economic opportunity, or working hard to make ends meet.

Our work is best captured by our mission statement:

HomeFront's mission is to end homelessness in Central New Jersey by harnessing the caring, resources and expertise of the community. We lessen the immediate pain of homelessness and help families become self-sufficient. We work to give our clients the skills and opportunities to ensure adequate incomes, and we work to increase the availability of adequate, affordable housing. We help homeless families advocate for themselves individually and collectively.

Job Summary/Objective

HomeFront is seeking a strong leader with passion, dedication, and a deep commitment to advancing food security and resource equity for our community's most vulnerable families. This role will help lead our efforts to meet clients where they are—assessing needs, ensuring timely and accurate referrals, managing critical food and diaper program operations, and designing innovative solutions to get essential resources directly into the hands of those who need them most. With a trauma-informed, dignity-centered approach, we aim to remove barriers and support families on their path to long-term stability.

At the core of HomeFront's mission is the belief that **access to basic necessities—like food, diapers, hygiene items, and household goods—is foundational to a life with dignity.** Imagine a family seated around a kitchen table sharing a nourishing meal, a child unpacking a lunchbox before settling into homework, or parents tucking their kids into warm beds at night. That's our vision—and our work in food access and material resource support helps make it possible.

HomeFront was built on the idea that **our community shares a responsibility to meet the most basic human needs of our neighbors.** Housing is essential, but housing alone doesn't make a home. For families living in poverty, access to food, clean clothing, cooking supplies, toiletries, and furniture can be out of reach. Our Resource Network exists to change that—delivering services that are holistic, flexible, and constantly evolving to meet people where they are.

Through innovative program design and strategic community partnerships, we're **expanding access to food and critical supplies** in the very neighborhoods and spaces where families are struggling most. This work isn't just about crisis response—it's about building a stronger, more equitable future where every family has what they need to thrive.

Leading with heart, engaging with families to support their access to basic needs, and the ability to think creatively and critically are key characteristics that HomeFront is seeking in this role. The Food Access & Client Services Manager is a key leader within the Resource Network and often one of the first to engage with the families who come through our doors.

The HomeFront Food Access & Client Services Manager scope includes direct supervision and oversight of:

- Five Resource Network staff and dozens of volunteers working in the Choice Food Pantry and Family Needs areas
- The HomeFront Front Desk - the first point of entry for thousands of families a year that are seeking the wide range of support services that HomeFront offers.
- Fran's Choice Food Pantry - HomeFront's Choice Food Pantry is set up like a small grocery store, empowering clients to select the groceries they would like by giving them a sense of dignity and control over their food choices. The Choice Pantry also provides diapers, hygiene items, and produce, and it supports the grocery bags provided across the agency, including the FreeStore
- The Diaper Resource Center/Family Needs Inventory— HomeFront provides hundreds of thousands of diapers a year to families who would otherwise be lacking a sufficient supply to keep a baby clean, dry and healthy, in addition to providing this resource to partner agencies in our area who serve children and families. We also organize and provide period supplies, personal hygiene items, move-in items, and emergency clothing.
- Annual Drives – Thousands of families a year receive support through our Diaper Challenge, Back to School, Thanksgiving, and Holiday Wishes Drives.

Essential Functions

- Oversee daily operations at the Front Desk, ensuring timely, trauma-informed access to HomeFront's programs, including the choice market, the FreeStore, the Diaper Resource Center, Furnish the Future, Camp Mercer, and seasonal drives. Provide accurate referrals to internal departments and external partners as needed.
- Manage all food access programs, including the choice market, monthly pop-up pantries, motel meal deliveries, and partner agency food bag distribution. Responsibilities include logistics, inventory control, volunteer coordination, ordering, food safety and storage, cleanliness, and ensuring low-barrier client access.
- Collaborate with the Resource Network Director and Food Access Associate to design and implement innovative food access strategies and continuously improve existing programs.
- Coordinate intake and resource distribution processes to ensure client files are timely, accurate, and complete, with all required documentation.
- Maintain a welcoming, organized, and hygienic environment at the front desk, choice market, and in all client-facing areas, including restrooms.
- Support the successful execution of HomeFront's seasonal drives by working in partnership with the Resource Network Director, Community Engagement team, and Family Needs Coordinator.
- Collaborate with the Community Engagement team to develop and maintain partnerships with food donors and other resource providers that strengthen the Resource Network's reach and impact.
- Collaborate with HomeFront leaders and other stakeholders to plan and project manage new initiatives in delivering and expanding access to basic needs in the community.
- Remain informed on local, state, and national trends and data related to food insecurity and best practices in emergency food distribution.
- Ensure accurate and timely data entry into internal databases and maintain well-organized physical and digital records.
- Produce and share timely, accurate reports for internal use and external stakeholders, including funders, partners, and leadership.
- Manage and facilitate coordination with other HomeFront program managers to ensure the resource needs of HomeFront clients are consistently met.
- Research and stay up to date on diaper, food access, and feminine hygiene product information and policies.
- Maintain accurate records through files and database data entry.

Required Education & Experience

- Bachelors Degree in related field
- Supervisory experience
- Significant social services employment experience, or at least 2 years of direct service food access program operations/management experience
- Intermediate Microsoft Office skills

Preferred Education & Experience

- Masters degree in related field
- Bilingual (Spanish and/or Haitian Creole preferred)
- 3-5 years of supervisory experience
- Knowledge of state, Trenton, and Mercer County social services landscape
- Previous research and program development experience
- Experience in high-paced, high-stress environments
- Experience with de-escalation techniques and utilization of trauma-informed care principles

Physical Demands:

- Must be able to lift up to 50 lbs.
- Must be able to walk, stand and sit for long periods of time
- Must be able to walk up and down several flights of steps
- Exposure to the outdoors and inclement weather is possible
- Job operates in an office setting which routinely uses standard office equipment

Schedule

- This is primarily a daytime role, but flexible scheduling may be required based on activities and needs of the programs, including evenings and weekends. General schedule is Mon, Tues, Wed, & Fri 9:00am – 5:00pm, and Tues 10:00am – 6:00pm.

Travel

- Some local travel may be required.

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required. Duties, responsibilities and activities may be added or change at any time.

HomeFront, Inc. is an equal opportunity employer. We welcome employees and prospective employees without regard to race, religion, national origin, gender, age, disability, marital status, gender identity or expression, sexual orientation or veteran status.