



HomeFront
Helping families break the cycle of poverty

Food Initiatives Manager

Status: Full-time salary

Reports to: Resource Network Director

Work Schedule: Monday 9am-5pm, Tuesday 9am-6pm, Wednesday-Friday 9am-5pm

Vision: The HomeFront Resource Network Team believes that families need basic necessities to live a life with dignity. The Resource Network team works together to provide these items to HomeFront families by harnessing the caring and resources of our community. The Resource Network Team treats all clients, donors, colleagues, and volunteers with respect and values the important role each plays in making the Resource Network possible.

Overview

HomeFront serves thousands of families a year that are seeking the wide range of support services that HomeFront offers. The HomeFront Resource Network Specialist is responsible for creating a welcoming and effective experience for HomeFront families. The Resource Network Specialist leads our effort to assess the needs of new and existing clients, make accurate and timely referrals, gather required paperwork, collaborate with internal and external partners, manage Fran's Food Pantry operations, and ensure high quality, trauma-informed service for every family seeking our assistance.

Essential Functions

- Manage a back dock/Front Desk operation that facilitates client access to available programs including HomeFront's Fran's Food Pantry, the FreeStore, the Diaper Resource Center, Furnish the Future, Camp Mercer, and seasonal drives and that makes timely and accurate referrals to other internal and external programs
- Manage Fran's Choice Food Pantry, including inventory and volunteer management, logistics, client access, cleanliness, ordering, and food handling storage and safety
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- Coordinate an intake and Resource Network Distribution process that produces timely, accurate and complete files with required documentation
- Foster a welcoming and tidy environment at the Front Desk/Back Dock and in all client reception areas and restrooms
- Actively manage Resource Network Receptionists and AmeriCorps VISTA members
- Coordinate and execute HomeFront's pop-up food pantries and other food access initiatives
- Collaborate with Community Engagement Team to develop food partners for the Resource Network and the agency
- Stay up to date on local, state, and national food insecurity data and research
- Coordinate with partners to provide in person resources to clients on topics such as SNAP, nutrition, and more
- Maintain accurate records through files and database data entry
- Create and disseminate accurate reporting to internal and external stakeholders

Minimum Required Qualifications

- Associate's Degree or significant social services employment experience
- Satisfactory criminal background
- Ability to pass drug screening test
- Familiarity with local social services resources/systems and supervisory experience preferred

Required Competencies

- Excellent verbal and written communication skills, bi-lingual / Spanish or Haitian Creole preferred
- Strong customer service skills
- Time management and multitasking ability given frequent interruptions and high demand for service
- Ability to de-escalate crisis situations and serve clients experiencing difficult personal emergencies with patience, compassion and a trauma-informed approach
- Computer literacy/intermediate Microsoft Office skills
- Ability to establish professional, productive working relationships with colleagues, partners, and members of the community
- Comfortable with serving persons of various diverse backgrounds

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

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.

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