

Job Title: Resource Coordinator	Revision Date: 06/2021
Fair Labor Standards Act (FLSA) E	Full time

Position Overview: *Since 1981, Food Finders Food Bank, Inc. has been the leading hunger-relief organization for North Central Indiana. The food bank distributes more than 13 million pounds of food annually to Hoosiers through the combined efforts of direct and indirect service programs. Most recently, our team is charting a path toward ending hunger long term. Through resource coordination, Food Finders works to help clients increase their self-sufficiency with the goal of achieving and maintaining food security. As a Resource Coordinator, this position will work one on one with our clients in order to identify and remove barriers to their self-sufficiency. This position reports directly to the Senior Impact Director and Chief Engagement Officer.*

Essential Job Functions

- Must demonstrate compassion for clients seeking services along with patience and willingness to work with them on their path to self-sufficiency.
- May advocate on clients’ behalf if/when denied services.
- Be available to meet with pantry clients (sometimes after hours) to help clients access resources.
- Provide statistics and reports as directed for FFFB grants and reporting needs.

Resource Coordination

- Makes referrals to outside organizations for clients based on individual needs and refer clients to FFFB education offerings as appropriate for client’s goals around; food, utility assistance, public assistance, housing, education/training, employment, mental and physical health, transportation and child care.
- Works with clients to inform and register them with all areas of public assistance they are eligible for including; SNAP, TANF, WIC.
- Implement all aspects of the Resource Coordination Program from recruitment, to meetings, to surveying and follow up in order to chart self-sufficiency successes.
 - Update records regarding resource coordination activities and complete reports in a timely manner.
 - Maintain client notes using Link2Feed to ensure that follow up and proper tracking takes place for all clients.

SNAP Outreach

- Identify, screen, and submit applications for clients that may be eligible for SNAP (Supplemental Nutrition Assistance Program) formally known as food stamps.
- Assigned to specific counties in FFFB service area to create and conduct SNAP Outreach activities while increasing FFFB capacity and reach.
- Identify collaborative opportunities and foster partnerships between network members and local community organizations, lawmakers, businesses, USDA, and other stakeholder groups actively engaged and/or interested in SNAP outreach

- Schedule and prepare SNAP outreach visits with community partners, Food Finders' member agencies and volunteers
- Maintain a database of clients screened and conduct follow up to track clients post-screening
- Provide screening and food stamp application assistance to individuals via phone and coordinate follow-up to ensure application is successfully completed
- Develop in depth knowledge of food stamp policy and stay informed about food stamp policy and procedure changes

Non-essential Job Functions

- Represent the food bank in a professional manner as assigned for community events, food drives, fundraisers, Mobile Pantries, etc.

Requirements

- Bachelor's degree in social science or related field
- Three years' minimum social service agency experience
- Daily travel to targeted counties in work vehicle, no overnights.
- Must be proficient with Excel and all Microsoft Office systems to be able to use this program for data management and communication.
- Strong organizational and time management skills with emphasis on accuracy and attention to detail
- Motivated individual with ability to efficiently multi-task, work under pressure, handle interruptions and meet deadlines
- Ability to identify and solve problems, analyze information and implement solutions
- Capable of taking initiative and assuming responsibility
- Ability to work independently and in a dynamic team environment
- Excellent verbal and written communications skills
- Experience working in conflict resolution

Other Skills/Abilities

- Current unrestricted driver's license
- Serve as a passionate and informed advocate for FFFB. Clearly communicate the impact of our work, verbally and in writing, throughout community networks.
- Act as a role-model on the Programs team in embracing our cultural value that everyone of us is a relationship manager with responsibility for networking in order to connect potential donors and volunteers with the needs of our community partner organizations and agencies and ultimately our end-clients that are being served.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.