**FOOD FOR PEOPLE, INC. Job Description**

## Job Title: Child & Senior Programs Specialist

**Job Summary**: The Child & Senior Programs Specialist is responsible for assisting with direct client service for the Senior & Homebound programs and for assembling warehouse food orders and deliveries for the Child & Senior programs. The Specialist works with and reports to the Child & Senior Programs Coordinator.

**Senior & Homebound programs:**

### Provides direct service to program clients on food distribution days, with excellent customer service and calm, kind, respectful communication

### Works with Child & Senior Programs Coordinator to determine program eligibility

* Enters, updates, and ensures accuracy of CSFP household applications, case files, and proxy information in program database, as needed
* Recertifies/reenrolls CSFP senior program participants, to avoid lapse in program service, as needed
* Prepares warehouse portion of duties for regularly scheduled monitoring of program operations by outside regulatory entities
* Weighs and/or counts all outgoing and leftover perishable food for accurate inventory tracking reporting after each distribution
* Works with FFP Outreach staff to include flyers in food bags re: nutrition, recipes, CalFresh, and community resources

**Duties across Child & Senior programs:**

* Follows rules, regulations, and procedures for each program
* Works with Operations Manager, Sourcing & Inventory Control Manager, and Child & Senior Programs Coordinator to prepare and reconcile inventory reports and track inventory usage through established procedures and timelines
* Works with warehouse staff and Child & Senior Programs Coordinator to inventory and organize incoming deliveries of CSFP and Child Nutrition Programs food
* Organizes and/or palletizes food for Senior, Homebound, and Child Nutrition Programs site distributions, pick-ups, and volunteer delivery routes
* Makes deliveries of Child & Senior food to program partners and sites using FFP box trucks and cargo vans
* Works closely with warehouse staff and Child & Senior Programs Coordinator to supervise and participate in volunteer projects for assembling food bags needed for the Senior & Kids Summer Food Programs
* Works with warehouse staff to maintain clean, safe working conditions at FFP warehouse spaces
* Operates pallet jacks, box truck and lift gate, cargo vans, and equipment safely and in accordance with FFP rules
* Performs regular safety checks when using vehicles and ensures that the interior of vehicle is clean and empty after use

**Volunteers:**

The Volunteer & Direct Services Manager recruits, screens, and provides initial orientation for volunteers assigned to the Child & Senior programs. The Child & Senior Programs Specialist will work with staff on the following:

* Trains program volunteers in accordance with FFP policies and procedures
* Works collaboratively with staff to supervise program volunteers at on-site and remote distributions, assigning tasks related to volunteers’ interests and abilities
* Participates in volunteer recognition activities

### Record Keeping:

* Maintains all data collection records in accordance with confidentiality standards
* Works with Child & Senior programs Coordinator to update program procedures manuals regularly
* Submits time sheets and other required documentation in accordance with FFP requirements and timelines

**Organizational Responsibilities:**

* Attends and participates in relevant staff and/or board and committee meetings
* Participates in staff development activities/trainings as needed to complete job duties or as required by the Executive Director or Director of Programs
* Responsible for developing and maintaining positive, effective working relationships with fellow staff, volunteers and board members
* Ensures that all food bank clients and volunteers are treated with dignity and respect
* Represents Food for People positively in the community
* Participates in organization’s fundraising activities, as needed
* Performs other duties as needed and/or upon request
* Reports on-site for scheduled days and hours

### Qualifications:

Must possess a combination of education, experience, skills, and abilities necessary to carry out the job, including but not limited to the following:

* Ability to work with sensitivity and without discrimination towards peoples of diverse cultures, races/ethnicity, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations
* Ability to show initiative and share decision-making with co-workers
* Self-motivated and works well independently
* Ability to work under pressure to meet strict deadlines
* Has a professional and positive attitude in all job related activities
* Personal ability to motivate and relate positively to groups and individuals
* Ability to communicate effectively with seniors and people with disabilities
* Accuracy and attention to detail including counting and tracking numbers
* Excellent organizational skills, time management, and multitasking
* Ability to lift up to 50 pounds repetitiously is mandatory
* Ability to operate or be trained to operate a pallet jack and forklift
* Ability to operate or be trained to operate a cargo van and 20ft box truck with lift gate
* Valid California Driver’s license and excellent driving record
* Spanish language proficiency helpful