

# University District Food Bank Job Posting

## **Job Title: Community Connector**

Classification: Full-time, salary exempt

Salary: \$76,000 - \$78,000 annually

Reports To: Executive Director

**Application Deadline: September 6, 2023** (end of day) for priority consideration

University District Food Bank works every day to build a hunger free Northeast Seattle through reliable access to healthy food and connections to life-changing resources. Our programs offer community members the healthy, culturally familiar food options they need. Our grocery store styled free pantry in the University District enables customers to shop for the foods they want in a comfortable and bright setting. Satellite pantries at Magnuson Park and North Seattle College help us connect with communities who are challenged to reach our primary pantry. Home delivery enables families unable to come to our pantry themselves to still be connected to the healthy food they need. Our collaborations with 16 nearby public schools help ensure that school kids have abundant meals and snacks to support them over the weekend when school meals are not an option. Rooftop Roots, a 2,000 square foot urban farm located on our building roof, provides fruits, vegetables, and herbs for food bank customers and seasonal internships for young adults. Learn more about our work at [www.udistrictfoodbank.org](http://www.udistrictfoodbank.org) or through our various social media platforms.

## **Position Summary**

As our Community Connector, you will lead our organizational efforts to connect our customer community to important community resources and services. Your daily work will deepen our relationships with food bank customers and over time surface their needs for specific access to additional community supports that will provide greater stability, improved economic standing, and expanded access to physical and mental health care.

The primary activities for your work can include direct conversations and application support for customers seeking resources such as SNAP or utility discounts, the organization and facilitation of on-site community events (vaccination and veterinary clinics, ORCA Lift enrolment, job fairs, etc.), collaboration with allied nonprofits, and training for staff and volunteers. You will build new partnerships and bring those resources into our community.

You will also help us implement EMPATH's Mobility Mentoring program within the context of our work. To that end, you will be supported to build your coaching skills and familiarity with the Mobility Mentoring program, work with key staff and volunteers to identify the initial cohort of participants, and mentor MSW students in their field placements here to help implement and scale the program.

Finally, you will support our annual "Community Connector" contract with the City of Seattle. For this, you will meet contracted monthly enrollment goals, report on achievements each month to the Human Services Department, and participate in regular learning events with other food-bank-deployed Community Connectors.

## University District Food Bank Job Posting

We expect that you will have interest in and past experience working with communities of color, especially Black, Hispanic, Latinx, South East Asian, and Native American/First Nations, as well as bring an understanding of structural racism and systems of oppression and the impact of these on low-income Seattle families.

Your work should also be informed through experience working with the local unsheltered community and, potentially, other marginalized communities.

### Responsibilities and Tasks

Our Community Connector will have the following minimum responsibilities with the exact mix determined by workload and a work plan developed collaboratively with the Executive Director in support of annual goals.

- Work one-on-one with customers to complete customer needs assessments and make referrals to relevant services (shelter, food, healthcare, housing), social services programs, and/or education, employment, and volunteer opportunities that promote physical, mental, and economic well-being
- Create new relationships and support existing relationships with partner organizations to collaborate on service delivery, outreach/tabling, and sharing of information
- Work one-on-one with customers to conduct eligibility screenings, gather applicable information and materials, and assist with applications for public benefits programs including but not limited to SNAP, WIC, UDP, and LIHEAP
- Support staff and volunteers during walk-up pantry services to help respond to customer questions and concerns plus other issues that arise during service
- Train the front of house team and key volunteers on services and resources
- Oversee the Community Connector Fund use and reporting.
- Oversee related services within the department (mail program and bus tickets)
- Maintain complete and accurate client files, collect and compile statistics for agency reporting through ETO software, complete all required reports in a timely manner
- Participate in weekly staff meetings and other planning meetings as needed
- Participate actively in a citywide Community Connector learning cohort through regular meetings, trainings, presentations, other activities, and your sharing of personal experience and best practices with your peers
- Actively work towards our racial equity goals; strive for racially equitable outcomes; take responsibility for creating and maintaining affirming communities for people of color, immigrants and refugees, trans and gender non-conforming folks, and other populations who routinely encounter systemic oppressions

### Your Qualifications and Experience

- A passion for our mission to build a hunger free Northeast Seattle
- Master's Degree in Social Work (MSW) preferred OR Master's Degree in Public Health (MPH) with program development experience OR significant equivalent work experience

## University District Food Bank Job Posting

in a front line/direct service role at a human services organization, especially one supporting homeless individuals

- Minimum 2 years of case management or similar experience in social/human services in Seattle/King County, along with a demonstrable knowledge of the services available in our community for the different customer populations supported by our food bank
- High emotional intelligence with the ability to maintain a generosity of spirit and positive attitude in an environment that may challenge your personal norms
- Demonstrated experience communicating with and developing trusting relationships with diverse individuals, including those with a wide range of cultural and socio-economic backgrounds, individuals with language barriers, mental health and/or substance abuse issues
- Conflict de-escalation, non-violent communication, and crisis management skills preferred
- Demonstrated experience using databases for documenting, reporting, and analysis
- Professional, clear, and responsive communication via email, phone, and in person
- Willingness and ability to work outside standard office hours to support customers during evening food bank distribution hours or during our other programming
- Willingness and ability to work with people from a variety of racial, cultural and economic backgrounds, with varying abilities, sexual orientations, and of all ages.
- Ability to work effectively in a shared office space
- Management experience preferred
- Must be a self-starter with ability to work independently with limited supervision
- Self-motivated, self-directed learner
- Can manage multiple responsibilities and tasks in a given work day
- Resilient and perseverant
- Models calmness for customers
- Commitment to undoing institutionalized racism and building cultural competence
- Proficiency in English plus a second language preferred (Spanish desired).

### Salary & Benefits

This position pays \$76,000 - \$78,000 annually to start. While much of the work can be done during traditional working hours, Monday through Friday from 9am – 5pm, there is flexibility in this position to support modified work schedules which better overlap with our distribution hours and even some remote work. An exact schedule will be mutually agreed to with the Executive Director. Some evening and weekend work may be required. Benefits include paid vacation, sick, and holiday leave, medical, dental, and vision benefits, and an employer contributed SEP IRA plan.

A successful candidate will also have to complete a background check as mandated by our current City of Seattle contract.

## University District Food Bank Job Posting

### How to Apply

To apply for this job, please provide us with your current resume and a personal statement describing your interest in and qualifications for this work. Email these materials to **apply@udistrictfoodbank.org** with **Community Connector** in the subject line. We will confirm receipt of your materials within 48 hours. Only shortlisted candidates will be contacted further. **The application deadline is end of the day on September 6, 2023.** The position will remain open until filled.

### Equal Opportunity Employment

University District Food Bank is an equal opportunity employer and is committed to an environment that fosters and embraces equity. We want to develop and sustain a staff that reflects the diversity in our community. We encourage people of color, people with diverse sexual orientations, gender expressions and identities, people with disabilities, current customers, and people with lived experience to apply for this position. We support fair chance hiring and commit to evaluating candidates regardless of a prior criminal conviction.