



Rhode Island Community Food Bank

Job Description

Position Title: Senior Services Coordinator

Reports To: Assistant Director of Programs

Status: Non-exempt (hourly)

Our Mission: To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Our Vision: We envision a state where no one goes hungry.

Position Summary:

The Senior Services Coordinator is responsible for the implementation and coordination of programs and activities for older adults, including but not limited to the Commodity Supplemental Food Program (CSFP). He or she is extremely detailed oriented and is a problem solver. In addition to CSFP, the SSC finds innovative ways to increase our ability to meet the needs of the senior population through direct programming and key partnerships and keeps informed of relevant State and Federal senior programs and initiatives. He or she works as a team member to achieve the goals and objectives of the department and carry out the mission of the Food Bank. Additionally, the coordinator is responsible for coordinating specialized programs as assigned.

Duties and Responsibilities:

1. Responsible for the site and case management for the Commodity Supplemental Food Program (CSFP).
 - a. Identifies CSFP sites that are able to assist with the application process, conduct commodities distribution and are accessible for delivery.
 - b. Manages the application process, including determining eligibility and all communication with applicants.
 - c. Process applications, updates distributions, manages re-certification and re-enrollments in the CSFP database.
 - d. Ensures that all on-site re-enrollments are conducted in a timely manner.
 - e. Schedules and conducts on-site yearly monitoring visits. Completes the visits and provides follow up on-time.

- f. Ensures that all participants have an up-to-date status in our database in order to generate discontinuance lists and letters to participants monthly.
 - g. Organizes the process for, and sets the agenda for, the monthly CSFP close out meetings.
 - h. Creates accurate monthly Signature Sheets for sites and work with each site to procure Signature Sheets for the Food Bank's review at monthly close out meetings.
 - i. Assists with the preparation for CSFP audits.
 - j. Manages an open waiting list, when and where applicable.
 - k. Keeps files for all participants.
 - l. Coordinates distribution with the operations team.
 - m. Co-develops annual Civil Rights trainings.
 - n. Writes the monthly CSFP newsletter.
 - o. Ensures that the nutrition education and outreach components of the program are met.
2. Responsible for understanding local, state, and federal assistance programs for seniors, including eligibility requirements and how to access them. Identifies the best ways to connect Food Bank member agencies and their senior guests with existing services.
 3. Provides ongoing education and technical support around senior needs and services to member agencies:
 - a. Develops and conducts train the trainer workshops and other training opportunities around senior needs
 - b. Hosts events and share resources for Senior Month each May.
 - c. Attends relevant senior trainings to further knowledge and understanding in regards to the senior population specifically and shares this information with agencies via e-news, and/or trainings.
 4. Researches programs, collect data, and produce reports to be used in program development for the Food Bank (i.e., trends in senior services, access to health care, transportation challenges, community resources available, existing programs for seniors like Meals on Wheels).
 5. Develops written materials, videos, displays, etc.
 6. Assists with the annual agency conference.
 7. Other duties as assigned.

Skills and Qualifications:

- A Bachelor's degree or five years related work experience or the equivalent.
- Three or more years of experience working in or with social services community organizations, ideally senior services.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook), database and client management software, and standard office equipment.
- Effective problem solving skills and the ability to asses issues and develop new strategies.

- Ability to manage multiple projects with attention to detail, deal with interruptions, and maintain focus on tasks while producing accurate work.
- Ability to communicate effectively when speaking and in writing using standard forms of professional and office communication.
- Bilingual Spanish preferred.
- High level facilitation skills and experience in customer service and ability to make presentations and develop and deliver reports to a varied audience.
- Experience in community outreach.
- Experience with program development.
- Ability to work independently and as part of a team.
- Ability to obtain food safety certification.
- Ability to work with people from diverse social and ethnic backgrounds.
- Must be able to pass a criminal background check.

Working Conditions: Work is typically performed in an office using computers and phones extensively and out at member agencies and organizations in the community. Regularly drives to sites out in the community. Occasionally walks through the warehouse (to give tours at agency orientations and as needed), and is subject to varying temperatures (exposed dock, coolers and freezers) in all seasons, on occasion. May lift, move and carry objects up to 35 pounds on occasion. If the need arises, works outside of normal working hours and occasional travel may be required.

By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

Employee Signature

Date