

**Job Title: Food Pantry Coordinator**

**Reports to: Community Programs Manager**

**Education requirement: Bachelor's Degree**

**Experience: Minimum 1 year of full-time related work experience, preferred**

**Position is: Full-Time Hourly, Non-Exempt**

**The Opportunity:**

Pathways of Hope leads a community effort to provide access to food, shelter, and housing to those experiencing hunger and homelessness in North Orange County. Pathways of Hope helps combat hunger issues for the community while also offering crucial housing navigation, prevention, and diversion services to those in need. The agency currently operates multiple food pantries and multiple housing models: Emergency Shelter, Rapid Rehousing, Permanent Supportive Housing, Prevention, and Diversion. Pathways of Hope's Program Team helps homeless families and individuals reduce housing barriers, work toward greater economic opportunity, and strengthen community social service linkages necessary for the participant(s) to end their homelessness and obtain safe, sustainable, permanent housing. All participant interaction is founded in Housing First and Trauma Informed Care approaches.

This position will be stationed at our food pantry and Access Point, the HUB of Hope. It may require a flexible work schedule, including some weekend, morning, and evening shifts, as well as reliable transportation to attend community meetings and conduct food rescues. This position will be stationed 100% at our HUB of Hope.

**The Agency:**

Since 1975, Pathways of Hope (formerly Fullerton Interfaith Emergency Service) has been working to end the dual plights of hunger and homelessness in North Orange County. We have multiple housing sites and programming models that intersect at working to end hunger and homelessness across the greater Northern Orange County area. Our team is dynamic, forward-thinking, and works closely with stakeholders and partners in the community to achieve our mission and vision.

**The Candidate:**

All Pathways of Hope employees must embrace a culture of teamwork, collective success, and support in assisting the agency in achieving its mission and vision. The ideal candidate will possess a strong work ethic, a record of accomplishment in successful problem-solving, the ability to work independently, and an understanding of hunger and homelessness issues in Orange County. The ideal candidate understands Service Navigation and other supportive services are collaborative efforts with those we serve.

**Salary Range and Benefits:**

The salary range for this position is \$21.00 - \$23.00 per hour. Benefits available include medical, dental, vision, life insurance, paid vacation, holidays, sick time, and a 403b retirement plan option. As part of its cultural values, Pathways of Hope respects and values work/life balance.

**Job Summary:**

As part of Pathways of Hope's Community Programs Team, the Food Pantry Coordinator is responsible for facilitating direct food distribution, supporting individual or family households by offering them supportive services, and connecting them to additional resources. The Food Pantry Coordinator will spend a considerable amount of time in the field completing food rescues. This position will make referrals to partner agencies, track outcomes related to food distribution, and assist, as needed, with other immediate supportive services. Additionally, it requires spending considerable time with clients in immediate need and

must be able to not only assess the situation, but offer empathy, brainstorm creative alternative solutions and help clients with basic needs.

This position will report directly to the Community Programs Manager and will be part of the Program Department at Pathways of Hope.

**Essential Duties and Responsibilities:**

- Direct participant support
- Facilitate direct food distributions
- Ensures food distribution site, storage containers, parking lot, etc. are clean and organized
- Receive food deliveries ensuring product quality and referencing invoices
- Receive, organize, and distribute basic needs items
- Ensure all food and safety procedures are in compliance
- Prepare outside space for distribution including canopies, stanchions, and addressing the community
- Order items needed for food distribution site
- Oversee food and resources program logistics on-site at the HUB of Hope
- Oversee program volunteers and volunteer projects
- Identify, assess, and pursue new food partnership opportunities through various outreach efforts
- Maintain relationships with existing food partners and cultivate donor partnerships with additional community organizations; maintain training partner organizations and program requirements
- Complete food rescues using personal vehicle and agency vehicle
- Follow food rescue procedures
- Drive agency's box truck following all safety protocols out!
- Ensure warm handoff between food pantry participants and Service Navigation team
- Track and manage food program activities, client data, statistics, and reports
- Create schedules and regularly meet with volunteers
- Implement a trauma-informed, strengths-based approach to ensure high quality services
- Support in the development of and access to identified supportive services
- Represent Pathways of Hope at community meetings and presentations as needed
- Works with Development team to create and document program achievements in the form of success stories, client photographs, and donor photographs
- Track food and household donations and interface with the Development team to ensure all donors receive appropriate recognition
- Screen housing line to ensure participants are connected to the appropriate services
- Other duties as assigned

**Qualification Guidelines:**

**Knowledge of:**

- Housing Program Models and best practices
- Trauma-Informed and Housing First Methods
- Harm Reduction Strategies
- Motivational Interviewing
- Other various counseling methods and conflict resolution techniques founded in strengths-based approach
- HUD definition of homelessness, Chronic homelessness, Prevention and Diversion
- Proficiency in Microsoft Word, Excel, and Outlook
- Hunger and homelessness issues affecting Orange County community is preferred

**Skills and Abilities:**

- Respond to crisis with the ability to deescalate the situation
- Maintain confidentiality regarding participant information
- Work with people from diverse economic and socio-cultural backgrounds
- Excellent boundary-setting skills
- Excellent interpersonal and rapport building skills
- Professional communication skills (verbal and written) and intermediate computer skills
- Interpret, apply, and explain policies and procedures
- Represent the program and agency in a positive manner within the community
- Be punctual, organized, and willing to take initiative
- Work independently with little or no direction
- Problem-solve (identify issues and look for solutions/proactively seek to improve processes)
- Prioritize and multi-task in a fast-paced environment
- Exceptional organizational, planning, and coordination skills
- Establish and maintain effective working relationships with co-workers, volunteers, and other partners

**Other Requirements Include:**

- Bilingual English/Spanish is required
- Reliable transportation and a valid California Driver License and State-mandated Auto Insurance is required
- Knowledge of the Orange County area is helpful
- Knowledge of emergency food response system is preferred
- Knowledge of Database Management, specifically HMIS is preferred

**Physical Requirements Include:**

- Lifts up to 50 pounds regularly
- Exposed to typical office environment conditions and noise levels

**Note:** This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Management reserves the right to assign or reassign duties and responsibilities to this job at any time.

**Pathways of Hope reserves the right to modify, supplement, rescind or revise all job descriptions to meet the overall needs of the organization.**

**Send cover letter and resume to:**

**James Kennedy, Community Programs, Manager at [jkennedy@pohoc.org](mailto:jkennedy@pohoc.org) and Kim Stinson, Director of Operations, at [kstinson@pohoc.org](mailto:kstinson@pohoc.org)**