

Program Assistant – Neighborhood Services, Hartford Area

Innovative, Multi-Service non-profit seeking energetic, creative, team-oriented individual to become part of our dynamic team

Job Purpose

Work with Neighborhood Services staff in providing and expanding food distribution services to low-income individuals and families who reside in Hartford. A special focus of this position will be in the Backpack Program.

Areas of Responsibility

1. Schedule appointments for food pantry clients and type schedules.
2. Process Food Pantry client intakes and review documentation to determine food pantry eligibility.
3. Understand and be able to communicate guidelines for other Neighborhood Program Services.
4. Assist with the selection, packing, transportation and storage of food for Food Pantry and Backpack Program.
5. Receive donations of food and assist with the orderly storage, presentation and distribution of donated items in the pantry and backpack areas.
6. Set up and maintain client documentation in Client Track data management system.
7. Maintain records of each Neighborhood Services/ Community Pantry and Backpack Program intake and enter into client files and into the Client Track Database.
8. Make referrals to other providers as appropriate and follow-up when possible.
9. Welcome volunteer participation, coordinate and support volunteer efforts, and help volunteers to feel part of the Neighborhood Services/Community Pantry and Backpack Program teams.
10. Maintain strict client confidentiality.
11. Work with school based staff to identify numbers of backpacks to be delivered weekly, maintain student registrations, coordinate surveys and maintain communication with the school liaisons, and provide monthly statistics to Program Manager.
12. Check food pantry voicemail box and return calls.

General

1. Maintain a thorough knowledge of agency policies, procedures
2. Provide for the safety of staff and property of the Agency
3. Attend and participate in agency and site/team meetings as required
4. Perform other tasks consistent with the job purpose

Qualifications

High school diploma or G.E.D plus 2 years of experience working with a diverse population. Excellent verbal and written communication skills; strong organizational skills; commitment to helping families and individuals to meet their basic human needs. Knowledge and proficiency in using computer applications, including standard Windows applications. Valid driver's license required. Fluency in Spanish and English is strongly preferred. Ability to lift 50 lbs.

Work Schedule and Benefits

1. Hourly position 30 hour work week, generally Monday – Friday. Flexibility in the work schedule is expected.
2. Compensation: commensurate with experience.
3. Paid time off and medical/dental/disability/life benefits as full time employee.

Send letter of interest & resume to: Janet Bermudez, Program Manager Neighborhood Services, Hands On Hartford, 55 Bartholomew Ave, Hartford CT 06106.

Email jbermudez@handsonhartford.org no phone calls please. Closing date 04/13/2018. AA/EOE