



Program Assistant

Wanted: Versatile individual to join our team at Hands On Hartford as a Program Assistant working closely with the Neighborhood Services 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. The ideal candidate will have proficiency in Microsoft Word, Excel, Outlook and other Microsoft products. Valid driver's license required. Fluency in Spanish and English is required. Strong attention to detail, ability to work independently and as part of a team, ability to toggle between multiple data systems required. This person must have the ability to lift and carry 50lbs.

Why work at Hands On Hartford: Hands On Hartford, located in the vibrant Parkville neighborhood of Hartford, in partnership with others, strengthens community in Hartford by responding faithfully to people in need through programs that change lives and renew human possibility. We're a 52-year-old nonprofit that values diversity, team work, and takes a strength based, collaborative approach to all we do.

What you will do as a Program Assistant: You will do many things including but not limited to:

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 Nutrition 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 the data management system.
7. Maintain records of each Neighborhood Services/ Community Pantry and Backpack Nutrition Program intake and enter into client files and into the Database.
8. Make referrals to other providers as appropriate, including warm referrals to the Basic Needs and Neighborhood Services Coordinator.
9. Welcome volunteer participation, coordinate and support volunteer efforts, and help volunteers to feel part of the Neighborhood Services/Community Pantry and Backpack Nutrition Program and Garden teams.
10. Support volunteer group projects with the direction of Community Engagement (ie: food drives, backpack packing, events, etc.).
11. Maintain strict client confidentiality.
12. 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 Community Pantry and Backpack Program Coordinator.

13. Check Community Pantry voicemail and return calls in accordance with agency responsiveness guidelines.

You may be a good fit if you:

- Believe in our mission and core values.
- High School Diploma or G.E.D. plus 2 years of experience working with a diverse population.
- Have strong verbal and written communication skills; strong organizational skills; and a commitment to helping families and individuals to meet their basic human needs.
- Knowledge and proficiency in using computer applications, including standard Windows application.
- Fluency in Spanish in addition to English is required.
- Have a valid driver's license, and ability to lift and carry at least 50 pounds.

When: Hourly position, 40-hour work week, generally Monday through Friday. Flexibility in the work schedule is expected.

What we offer full time employees:

- Generous medical/dental/disability/life benefits
- Dedicated, diverse, and friendly co-workers
- Paid time off – 12 holidays, vacation, personal time, and sick leave
- 401 K contribution and employer match
- Free on-site parking

If this sounds like a good fit to you:

Send letter of interest & resume to: Jon Mitchell, Director of Food, Nutrition and Culinary Services

Hands On Hartford, 55 Bartholomew Ave, Hartford CT 06106.

Email: jmitchell@handsonhartford.org

Closing date: 01/21/2022

AA/EOE