



50 Alpine Court  
Kitchener, ON N2E 2M7  
T. 519.743.5576  
E. [info@thefoodbank.ca](mailto:info@thefoodbank.ca)  
   FoodBankWatReg

## FOOD ASSISTANCE OUTREACH COORDINATOR

Do you believe everyone should have access to healthy food, and that food can be a powerful tool for connecting people and building better health and a stronger community? **The Food Bank of Waterloo Region is looking for motivated, hard-working, and dynamic Food Assistance Outreach Coordinator to join our team.**

### Who You Are

You are passionate about helping others and driven to help support our community. With a strong understanding of community resources to help those who seek food assistance you are able to support those reaching out via the phone, in person or through the web. You have a strong analytical mind with a knowledge of data analysis, research methods and general administration which will help support our agency partners.

### The Position

Reporting to the Manager, Network Programs and Planning, the Food Assistance Outreach Coordinator provides support to community members seeking food assistance via the phone, in person and online inquiries. The Food Assistance Outreach Coordinator assists individuals to navigate systems and provide appropriate referrals to community programs and agencies. The Coordinator will also assist with communication to other community stakeholders, complete research and gather information about other support services provided in the community and their connection to food security needs. They will support the administration of the centralized database Link2Feed used by programs throughout Waterloo Region, perform data analysis and generate reports to support communications and program planning internally and to support agency partners in the Food Assistance Network.

## Duties and Responsibilities

- Provide phone and walk-in support to community members with food needs
- Participate in meetings with agency partners to better understand programs to be able to share appropriate and accurate information to community members
- Update and grow resource guide of supports for community use and reference
- Work with external stakeholders to increase understanding of Food Assistance Network and provide resources for client referral and support
- Support Network research and evaluation activities
- Support marketing and communication activities related to story telling and advocacy
- Complete administration tasks related to tracking of calls and referrals, data entry and reporting
- Responsible for supervising the food assistance network centralized referral line including answering calls, training volunteers and creating additional supports to connect community members to supports
- Coordinate the centralized delivery program including connecting with partners, ensuring delivery lists are shared and administration of the program
- Responsible for Link2feed training and ongoing support for agency partners regarding link2feed questions, addressing issues, monitoring data entry and creating new accounts for agency partners
- Respond to internal and community partners requests for data and reporting including Link2Feed information and food items distributed
- Facilitate agency partner meeting to support programs providing in Waterloo Region to support those access food assistance services such as Christmas hampers and the Market Dollar program
- Support other activities related to serving the 100+ community programs and agency partners throughout Waterloo Region
- Other duties as assigned

## Qualifications

### Experience

- 2+ years' experience in case management, social work, individual needs assessments, program delivery or coordination and/or community development
- Experience implementing or supporting evaluation activities and writing reports
- Experience assessing social, emotional, behavioural, and mental health barriers

### Education or Certifications

- Post-secondary education in social work, social services, or other relevant degree

### Required Skills and Attributes

- Computer skills – primarily MS Office including MS Word and Excel
- Exceptional verbal and written communication skills
- Excellent organizational skills with high attention to detail and follow through
- Knowledge of the issues of hunger and poverty are an asset
- Strong conflict management, de-escalation, and negotiation skills
- Excellent interpersonal skills and the ability to work collaboratively with other professionals is required
- Understanding of data entry, data analysis and preparation of reports of a variety of audiences
- Strong project management skills, experience creating and implementing new programs and activities
- Familiar with the mental health and other services for children, youth, and families, in Waterloo Region

### Hours of Work

The Food Bank's public hours of operation are from 8:30 a.m. to 4:30 p.m. Due to the nature of the organization, it is understood that irregular hours and hours above and beyond (including occasional evenings and weekends) are included in your salary but shall not exceed guidelines of the Employment Standards Act.

*Due to the nature of the organization it is understood that irregular hours and hours above and beyond are included in your salary, but shall not exceed guidelines of the Employment Standards*

**Application Deadline:** Available until filled

**Start Date:** As soon as possible

**We are an equal opportunity employer. We believe that diverse teams perform better and that fostering an inclusive work environment is a key part of growing a successful team. We welcome people of diverse backgrounds, experiences, and perspectives.**



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*The Food Bank of Waterloo Region is committed to accessibility and to protecting the human rights of our job applicants during the recruitment process. Should at any point throughout the recruitment process an applicant require accommodation or communication in an alternative format because of a disability please contact Human Resources at [hr@thefoodbank.ca](mailto:hr@thefoodbank.ca) or 519-743-5576. We are committed to providing accommodation or alternate formats upon request within a reasonable time period in a mutually agreed upon format.*

***Please submit your resume and cover letter, including salary expectations to <https://thefoodbank.humi.ca/job-board/social-services/7856>.***

*No phone calls please. Only candidates selected for an interview will be contacted.*