



Job Description

ASSIST/Food Pantry Case Manager

To apply, please send resume to eroman@projecteaston.org

PRIMARY PURPOSE

The ASSIST/Food Pantry Case Manager is responsible for providing services that engage clients, identify barriers and provide support, referral and/or services.

RESPONSIBILITIES

The position seeks to support clients through food pantry operations and emergency assistance services.

DUTIES

- Implement ProJeCt Food Pantry policies and procedures
- Update and modify choice menu as needed
- Maintain stock and rotate shelves as needed
- Develop and distribute monthly newsletter
- Train, schedule and provide oversight of food pantry volunteers
- Engage clients to identify services and develop plan to access identified resources
- Complete intake documents and assessments as required based on requested services
- Provide collaborative developments of service plans, advocacy and referrals, as needed
- Support Literacy students requiring ASSIST services
- Ensure that client, volunteer and product data is entered in an accurate and timely manner
- Maintain real time case notes for all clients
- Monitor client progress and follow up
- Complete and submit required program reports and paperwork
- Prepare and maintain client records, vouchers, purchase orders, spreadsheets
- Attend all staff and community meetings as assigned
- Other duties as assigned

Knowledge, skills and abilities

- Active learning: Understanding the implications of new information for both current and future problem solving and decision-making.
- Active Listening: Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Critical thinking: Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making: Consider the relative costs and benefits of potential actions to choose the most appropriate one.

- Learning Strategies: Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- Speaking: Talking to others to convey information effectively
- Writing: Communicating effectively in writing as appropriate for the needs of the audience
- Organization: Can function within a system and work independently toward task completion
- Demonstrated commitment to advancing the organization
- Desire to improve work processes by offering creative solutions to develop/improve systems and effective practices.
- Maintain a high level of ethical conduct regarding confidentiality, healthy relationships, and professional stature.
- Time management: Ability to complete work assignments by deadlines
- Computer skills: Ability to enter data into a database, manipulate spreadsheet data and type text, format, edit, print, save and retrieve documents
- Use of own car for occasional travel

ESSENTIAL FUNCTIONS

Communication

- Talking, listening and/or signaling people to convey or exchange information.
- Conveying direction and detailed information to others accurately, loudly, and/or quickly.
- Negotiating through the exchange of ideas, information, and opinions with others to formulate procedures and/or jointly arrive at conclusions, solutions, and/or solve disputes.

Vision

- Regularly use visual perception.

Social

- Actively look for ways to help students achieve their goals.
- Be aware of others' reactions and understanding why they react as they do

Mental Functions

- Perform basic mathematical computation.
- Think creatively: develop instructional objectives, develop strategies for students with different needs, establish rules governing student behavior, plan educational activities
- Gather, collate, and/or classify data.
- Report and/or carry out a prescribed action in relation to an evaluation.
- Prioritize multiple responsibilities and/or accomplish them simultaneously.

Physical Activity

- Frequently moves about the office, opening/closing and locking/unlocking doors, and opening/closing drawers.
- Regularly remains in a stationary position for up to an hour at a time.
- Occasionally grasps lifts and transports items up to 10 pounds.

Office Equipment

- Frequent operation of a computer, which includes the ability to access, input, and retrieve information and utilize a computer and printer.
- Occasional use of audio-visual equipment
- Regular operation of a telephone, copy machine and fax machine.

Education and Experience

- Bachelor's Degree Required
- Two years of social services/case management experience is preferred.

HOURS

Full-time Staff