



Food Accessibility Coordinator

Work Week: Tuesday – Saturday, 8am-4pm; occasional later Thursday hours. 40 hours per week

Wage Grade: \$33.65/hour, with an increase in July 2024. Paid bimonthly.

\$1 per-hour increase for applicants with conversational proficiency in our top five service languages other than English.

Benefits: North Helpline provides a comprehensive benefits package including: 100% employer covered medical, dental and vision benefits; employer matching Simple IRA; PTO, and holidays.

Reports to: Food Access Manager

FLSA Status: Non-Exempt

Start Date: 7/1/2024 to coincide with the start of our fiscal year.

Application Deadline: 6/3/2024.

Description of Organization:

North Helpline works to make sure our neighbors have food on their tables and a roof over their heads. We do this by partnering with our neighbors to help build a community for all. North Helpline strives to provide services that are both accessible and relevant for the wide cultural and demographic diversity reflected in our community. North Helpline's Food Access programs provide substantial food resources to approximately 1,900 unique households (consisting of nearly 5,000 individuals) in and around North Seattle/King County.

Position Summary:

The Food Accessibility Coordinator facilitates food access for our neighbors unable to participate in our typical food bank distributions.

The primary responsibility of the Food Accessibility Coordinator is to ensure a smooth Home Delivery program for North Helpline's neighbors. This role will be responsible for ensuring adequate driver coverage to meet the demands of service. The Food Accessibility coordinator will also ensure supplies are stocked and maintain inventory. This role will also be responsible for communicating with neighbors regarding the Home Delivery Program. The Food Accessibility Coordinator is also in charge of the Friday Food Bank to Go program.

To ensure the highest level of services are provided, additional duties and responsibilities may be assigned as needed.

Essential Duties and Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Coordinate all aspects of the Home Delivery Program
 - Act as a point of contact for neighbors to inquire about the Home Delivery program.
 - Work with neighbors to ensure up to date knowledge of dietary needs.
 - Maintain program supply inventory and coordinate ordering activities.

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Locations in Lake City and Bitter Lake



- o Lead volunteer packing efforts to prepare for delivery.
- o Recruit drivers for the Home Delivery program and be a main point of contact during their service.
- o Maintain communication with Home Delivery partners, such as UWKC and building contacts when relevant.
- o Promote the Home Delivery program by producing informational materials for North Helpline Neighbors.
- Coordinate Friday Food Bank To Go (FFB2G) program.
 - o Help neighbors with specialty diets meet their food needs in a low stress setting by gathering information on their needs, preparing food boxes, and coordinating pick-ups.
 - o Create conditions where neighbors with behavior challenges can still access our services in a safe and less restrictive environment.
- Work with the Assistant Food Access Manager and the Food Bank Coordinator to plan each week's distribution menu.
- Point of contact for external partnership food handoffs.
- Lead Saturday Lake City food distribution.
- Create a welcoming environment for all accessing services at North Helpline.

Position Requirements:

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Skills and Abilities

- **Supervisory Skills** - This position directly supervises volunteers. Responsibilities include training volunteers; planning, assigning, and directing work; monitoring performance, addressing complaints and resolving problems with the volunteer team.
- Demonstrated a lived commitment to apply racial, gender, and economic justice lenses in both personal and workplace contexts. Able to work independently in a chaotic warehouse environment.
- Intermediate computer skills in Microsoft and Google suite of tools.
- Proficient in using technology as a task management and reporting tool.
- Strong problem-solving skills, with experience building equitable, human-centered processes and finding creative solutions to balance competing priorities.
- Able to multitask in a random, busy, and dynamic work environment.
- Demonstrated organizational skills and adherence to deadlines.
- Strong de-escalation skills, especially when working with a diverse population.
- Understanding of dietary restrictions, both health related and cultural.
- Strong logistical and spatial management skills.
- Strong organization and time management skills.
- Ability to train and assign tasks to volunteers as well as helping create and maintain a positive atmosphere for them to work in.

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Locations in Lake City and Bitter Lake



- Excellent verbal and written communication skills with exceptional attention to detail.
- Personal qualities of integrity, credibility, and a commitment to and passion for North Helpline's mission.
- Ability to professionally interact with clients, contributors, government employees, elected officials, and other personnel in a culturally diverse environment.
- Valid WA driver's license in good standing and ability to drive full sized vans.

Education & Experience

- High School or equivalent combination of education and experience.
- Experience with food safety is preferred.
- Experience with databases including data entry and running simple reports.
- 1-3 years experience coordinating small groups of people in a food service or food access setting is highly preferred.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Able to remain standing a minimum of 50% of the time.
- Able to frequently move about inside the office and warehouse to access necessary office equipment and resources.
- Frequently work inside walk-in coolers and freezers, loading and relocating crates of food up to 50lbs.
- Constantly operate a computer and other office equipment, such as a scanner, copy machine, and printer.
- Constantly accesses, handles, and uses non-electronic resources.
- Frequently moves crates of food, equipment, and other workplace resources up to 50 pounds.
- Occasionally move about the workspace to include occasional positioning of self to maintain equipment, office supplies, tasks, etc.
- Ability to inspect, recognize, observe, assess, compare, detect, discern, and distinguish office resources, necessary documents and reporting, and other organizational resources as needed.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee is occasionally exposed to outdoor weather conditions. The noise level in the work environment varies.

Hiring Process / Timeline

Candidates from non-traditional backgrounds are encouraged to apply. Please address how your experience and skills relate to the requirements of this position in your cover letter.

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North Helpline

www.northhelpline.org

12736 33rd Ave NE, Seattle, WA 98125

Phone: 206-367-3477

To apply please email your resume and cover letter to search@northhelpline.org with “Food Accessibility Coordinator” in the subject. We will read your cover letter first; it’s important for us to understand if this is the right fit for you. In your cover letter, please be sure to tell us why you are interested in this job and working at North Helpline.

Applications may also be dropped off in person at our Lake City Food Bank location located at 12736 33rd Ave NE, Seattle, WA 98125, during food bank hours (Wednesdays 9:00am-1:45pm, Thursdays 4:00pm-6:45pm; Saturdays 9:00am-1:45pm). Email applications preferred.

We will review applications and conduct phone screenings on a rolling basis through the first week of June. Interviews will begin the second week of June and will continue until the position is filled.