

Rhode Island Community Food Bank

Job Description

Position Title: CSFP Coordinator

Reports To: Assistant Director of Distribution Programs

Status: Non-exempt (hourly)



Our Mission: To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Our Vision: We envision a state where no one goes hungry.

Position Summary:

The CSFP Coordinator is responsible for the implementation and coordination of the federal nutrition program for seniors called the Commodity Supplemental Food Program (CSFP). CSFP is a program that provides healthy food through a monthly box distribution to participants who meet the age and income program guidelines. He or she is extremely detailed oriented and is a problem solver and works as a team member to achieve the goals and objectives of the department and carry out the mission of the Food Bank. Additionally, the CSFP Coordinator is responsible for coordinating specialized programs as assigned and fluency in Spanish is required.

Duties and Responsibilities:

1. Responsible for CSFP site and case management.
 - a. Identifies sites that can assist with the application process, conduct the monthly box distributions and are accessible for delivery.
 - b. Manages the application process, including determining eligibility and all communication with applicants per the federal guidelines.
 - c. Processes applications, updates distributions and manages re-certification in the CSFP database.
2. CSFP on-site monitoring.
 - a. Conducts on-site yearly monitoring visits. Completes the visits and provides follow up with the site to document the visit outcomes within two business days.
 - b. Ensures corrective action takes place for any site that is not in compliance with federal regulations, reports to the Assistant Director of Distribution Programs any violations of compliance.
3. Database and distribution management.
 - a. Guarantees that all participants have an up-to-date status to generate accurate discontinuance lists and letters to participants monthly and as needed.
 - b. Manages the state CSFP caseload including an open waiting list, when and where applicable.
 - c. Determines CSFP box count for each site on a monthly basis. Gives these numbers to the Federal Programs Coordinator in a timely manner.
 - d. Creates accurate monthly CSFP Participant Signature Sheets for sites and works with the Food Bank transportation and warehouse teams to distribute boxes and sheets to the sites.

- e. Works with the Federal Programs Administrative Representative to maintain accurate files for all participants.
- f. Procures Signature Sheets for the Food Bank's review at monthly close out meetings and enters these, along with recertifications, each month into the database.
- g. Maintains knowledge of changes and updates to the database including correspondence with technical support and account managers.
4. Internal monthly closeouts and audits.
 - a. Organizes the process for, and sets the agenda for, the monthly CSFP close out meetings which involves reconciling CSFP box distribution numbers with participant rosters and reviewing and troubleshooting issues.
 - b. Assists with the preparation for CSFP audits.
5. Coordinates trainings and CSFP site communication.
 - a. Co-develops annual Civil Rights trainings.
 - b. Writes the monthly CSFP newsletter.
 - c. Attends monthly Food Bank staff meetings as well as department meetings, one on one meetings with supervisor and other required meetings as assigned.
6. Understands general program knowledge.
 - a. Is knowledgeable about local, state, and federal assistance programs for seniors, including eligibility requirements and how to access them.
 - b. Attends relevant senior trainings to further knowledge and understanding regarding the senior population specifically and shares this information with Food Bank member agencies via e-news, and/or trainings.
7. Provides ongoing education and technical support around senior needs and services.
 - a. Coordinates annual CSFP Volunteer of the Year event.
 - b. Maintains well informed about senior housing buildings throughout the state and their administrative contacts where applicable for CSFP participants and distributions.
8. Develops written materials, videos, displays, etc. for public and agency education purposes about our programs.
9. Assists with the Food Bank member agency annual conference.
10. Other duties as assigned.

Skills and Qualifications:

- A Bachelor's degree or five years related work experience or the equivalent.
- Three or more years of experience working in or with social services community organizations, ideally senior services.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook), database and client management software, and standard office equipment.
- Bilingual Spanish fluency in speaking, reading and writing required.
- Effective problem-solving skills and the ability to assess issues and develop new strategies.
- Ability to manage multiple projects with attention to detail, deal with interruptions, and maintain focus on tasks while producing accurate work.
- Ability to communicate effectively when speaking and in writing using standard forms of professional and office communication.
- High level facilitation skills and ability to make presentations and develop and deliver reports to a varied audience.

- Excellent customer service skills and experience with customer service.
- Experience in community outreach.
- Experience with program development.
- Ability to work independently and as part of a team.
- Ability to obtain food safety certification.
- Ability to work with people from diverse social and ethnic backgrounds.
- Must be able to pass a criminal background check.

Working Conditions: Work is typically performed in an office using computers and phones extensively and out at member agencies and organizations in the community. Regularly drives to sites out in the community. Occasionally walks through the warehouse (to give tours at agency orientations and as needed), and is subject to varying temperatures (exposed dock, coolers and freezers) in all seasons, on occasion. May lift, move and carry objects up to 35 pounds on occasion. If the need arises, works outside of normal working hours. Must have a license, a car and the ability to drive to sites throughout the state.

By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

Employee Signature

Date