

# Rhode Island Community Food Bank

## Job Description

Position Title: Community Resource Coordinator  
Reports To: Community Outreach Manager  
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.

**Diversity Statement:** The Rhode Island Community Food Bank embodies diversity, serving every part of our state and engaging people from all communities and backgrounds in our work. We are an open and inclusive organization that welcomes, respects, and values all people. Diversity strengthens our organization, so we take responsibility for attracting employees, volunteers and supporters with diverse identities and life experience. When we seek out, recognize, and cultivate diversity within our staff, we create an enriched and more inclusive work environment. Ultimately, it is our collective wisdom that enables us to achieve our mission with creativity and compassion.

**Position Summary:** The Community Resource Coordinator is a problem solver and project leader. He or she encourages and provides outreach and support to member agencies and their guests regarding state and federal programs, as well as other related social services. The Community Resource Coordinator finds innovative ways to increase the outreach capacity of our member agencies, providing technical assistance to member agencies including educational opportunities about state and federal assistance programs. He or she works as a team member to achieve the goals and objectives of the department and carry out the mission of the Food Bank.

### **Duties and Responsibilities:**

1. Works to identify the best ways to connect Food Bank member agencies and their program guests with existing services, including monthly resources, weekly eblast submissions, and guest inquiries.
2. Develops and conducts outreach modules that address existing program barriers and provides direct assistance to guests.
3. Recruits member agencies to host direct outreach. Meets annual program metrics for various outreach and education types.
4. Responsible for understanding local, state, and federal assistance programs for low-income individuals and families, including eligibility requirements and how to access programs.
5. Supports Food Bank legislative advocacy initiatives and supports member agency public policy strategies, as assigned.
6. Participates in, and supports activities of, Food Bank's SNAP outreach program.
7. Participates in community meetings and committees, such as DHS SNAP Advisory meetings and others, as assigned.
8. Assists in the recruitment, training and oversight of Community Resource volunteers and interns.
9. Works with Operations & Programs leadership to review the Food Bank's contingency plans and creates supporting tools for agencies.

10. Updates Food Bank's regional plans and statewide directory.
11. Supports department member agency activities such as quarterly workshops, and events including the annual meeting and the annual agency conference.
12. Researches technology and programs, collects data, and produces reports for program development for the Food Bank.
13. Develops virtual modules, workshops, written materials, videos, displays, tracks outreach and provides reports, as needed.
14. Other duties as assigned.

**Skills and Qualifications:**

- A Bachelor's degree and three years related work experience or the equivalent.
- Three or more years of experience working in or with social services community organizations.
- Bi-lingual in Spanish.
- Must be able to pass a criminal background check.
- Experience in community outreach and advocacy.
- Ability to obtain food safety certification.
- Ability to work with people from diverse social and ethnic backgrounds.
- Ability to communicate effectively when speaking and in writing using standard forms of professional and office communication.
- Effective problem-solving skills and the ability to assess issues and develop new strategies.
- High level facilitation skills and experience in customer service.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook) and standard office equipment.
- Ability to manage multiple projects with attention to detail, deal with interruptions, and maintain focus on tasks while producing accurate work.
- Ability to make presentations and develop and deliver reports to a varied audience.
- Ability to work independently and as part of a team.
- Experience with program development.

**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 and occasional travel may be required.

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

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Employee Signature

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Date