

Rhode Island Community Food Bank

Job Description



Position Title: CSFP Coordinator
Reports To: Federal Programs Manager
Status: Non-exempt (hourly)
Work from Home: Eligible up to 10% of the time

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 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. The coordinator 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. Recruits and onboards new CSFP host sites
2. Coordinates the application and eligibility process including processing applications and all associated communication. Also coordinates the re-certification process.
3. Coordinates the waitlist by ensuring that we have a robust list and coordinates activating participants and monthly distribution to waitlisted participants when possible.
4. Conducts on-site yearly monitoring visits, and ensures corrective action takes place for any site that is not in compliance with federal regulations.
5. Enters all participants into the database and manages the program data including status, discontinuance lists and letters, wait list, and signature sheets. Keep current with updates to the database and works with technical support and account managers as needed.
6. Coordinates the box distribution with the transportation team. Works with sites to achieve full distribution including using the waitlist.

7. Coordinates trainings and CSFP site communication including civil rights training, and writing the monthly newsletter.
8. Develops written materials, videos, displays, etc. for public and agency education purposes about our programs.
9. 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