



JOB DESCRIPTION

Position: Client Services Coordinator (Bilingual)

To apply, send a cover letter and resume to info@FFTfoodbank.org.
This position will start in July 2017.

Organization Description:

Food For Thought (FFT) is a grassroots nonprofit that provides comprehensive nutrition services to 800 people in Sonoma County affected by HIV and other serious illnesses. Our services include weekly groceries, congregate meals, vitamins and supplements, and nutrition education. Located in Forestville, FFT operates with a staff of 12 and over 600 active volunteers. The values of respect, dignity, compassion are deeply ingrained in the culture of the agency, which seeks to provide our clients with both food and love.

General Description

The Client Services Coordinator supports the Client Services Manager in administering and evaluating client-centered agency programs. The Coordinator works collaboratively with the Nutritionist and operations staff to ensure that clients are well-served, engaged, and benefit from our services. This is a 20 hour per week (hourly) position.

Responsibilities

- Conduct intakes (on- and off-site) and orient new clients in the history, spirit, policies, and procedures of the food bank.
- Perform needs assessments and provide referrals as needed.
- Implement special diets and supplemental nutrition for clients as advised by the nutritionist.
- Advocate for client concerns and needs.
- Case manage, track, and take grocery orders of special needs clients.
- Attend staff meetings and perform other duties as assigned.

Qualifications

- Ability to speak, read, and write fluently in English and Spanish.
- Two years case management experience within a social service setting.
- Bachelor's degree required; graduate level coursework in psychology or counseling preferred.
- Excellent interpersonal communication skills and multicultural sensitivity.
- Must be detail-oriented and well-organized.
- Ability to work collaboratively and with initiative.
- Proficiency with Microsoft Word and Excel and solid data entry skills.
- Ability to maintain compassion, composure, and sense of humor in stressful situations.
- Valid California driver's license and vehicle insurance.