



JOB DESCRIPTION

TITLE: Program Coordinator / Floor Lead (PC), The Link Food Centre

PAY BAND: C

SUMMARY: Under the direction of the Food Centre Manager (FCM) or designate, and potentially in partnership with a second PC, the incumbent will coordinate the overall operations of the Food Centre Distribution Program, with a primary focus on the coordination of the preparation and execution of weekly food distribution and the Mobile Food Centre. The PC monitors and manages food inventory, including stock inventory, ordering, and scheduling food pickup and deliveries from local vendors and community food drives. In this role, the incumbent prioritizes safety and organization, and ensures the Food Centre staff and volunteer team functions efficiently.

Assisting with the coordination and successful delivery of other related food security initiatives that further support Food Centre clients is also an expectation of the role. Initiatives such as the Garden Project, the Loop Program and the Food Share program are some examples of such initiatives that are aligned with supporting clients that access Hamper Distributions. Initiatives will continue to evolve and expand, and may overlap with other staff as do job responsibilities.

Participating in a team, that is actively engaged in contributing and accomplishing the mission, vision and values of the Society in supporting seniors, families, children and individuals, is an important part of the PC's responsibilities.

Employees and volunteers of the Lakes District Family Enhancement Society are expected to help maintain the organization's positive culture. Therefore, a key aspect of this position is working cooperatively and collaboratively with a variety of individuals in a caring, approachable, non-judgmental manner that encourages others to feel comfortable and respected.

RESPONSIBILITIES:

Food Centre Distribution Project:

- Lead and support floor operations during distribution hours
- Set the tone for Food Distribution, ensuring all clients feel welcomed and respected
- Provide guidance and leadership to volunteers, ensuring tasks are completed correctly and respectfully
- Work with the FCM or designate to ensure that volunteers and staff know their roles and work effectively together
- Assist with conflict resolution and address client or volunteer concerns in a professional manner
- Ensure all preparation is done for distribution
- Ensure weekly inventory is complete, and bi-weekly purchase orders are placed, paid for, and tracked
- Stock, organize and maintain the food distribution and warehouse areas
- Coordinate and track freight & food donation deliveries
- Ensure Food Share and food donations from local partners and food drives have been picked up, tracked, officially reported as per requirements, and sorted for distribution
- Ensure all Link2Feed records are completed and updated in a timely manner and in accordance with Food Banks Canada Standards guidelines

- Coordinate and/or prepare take-away meals for local distribution days
- Enforce safety, cleanliness, and food handling protocols.
- Ensure back-of-house operational processes are adhered to ie. Cardboard recycling, frozen food rotation, etc.
- Provide emergency facility/operational support as directed by the FCM or designate
- Adhere to all food safety regulations, food handling standards, and Centre for Disease Control guidelines for food distribution sites, when transporting, storing, cooking, re-packing, and distributing food
- In coordination with the FCM or designate, ensure that all employees and volunteers that engage in Food Centre tasks also adhere to the above stated regulations, standards, and guidelines
- Collaborate with staff toward the continuous improvement of our operations, including floor efficiency and client experience

Mobile Food Centre Project:

- Oversee the preparation of Mobile Food Centre (MFC) food distribution, as well as the loading and unloading of the MFC van.
- Operate the Mobile Food Centre van, safely and lawfully, as per the scheduled route.
- Oversee food distribution out of the MFC, ensuring all clients feel welcomed and respected.
- Ensure food distribution to clients is appropriately and accurately recorded, and all policies/procedures adhered to.
- Ensure the MFC vehicle maintenance is performed regularly and tracked and as required, including both interior and exterior cleanliness.
- Submit a “clean” ICBC driver’s abstract annually to maintain LDFES Driver privileges.

Care of Society Records

- Ensuring the Society’s records and information are properly secured, and all aspects of the Society remain confidential and include the following:
 - Personal information obtained as a regular part of service provision is considered confidential and with this comes the professional responsibility to protect the confidentiality of the information
 - Information removed from the designated Society location must be protected

General:

- Report any concerns/suggestions and project improvements to the FCM or designate, working with them to ensure the overall success and continued growth of the Food Centre program as a whole
- Engage and participate in Link activities with other staff, stakeholders, and clients with positivity
- As a Link representative promote the mission and vision of the organization as well as adhere to the guiding principals as laid out in the handbook
- Work cooperatively with a variety of individuals and professionals to promote a positive team environment
- Ensure the protection of privacy for all participants
- Co-ordinate volunteers and summer students/junior staff to conduct the work required as outlined below
- Other related duties as assigned

SKILLS REQUIRED:

- 2 years of post-secondary and/or related experience
- Relevant experience and/ or training related to service delivery for those facing poverty or other life circumstances that create risk factors for individuals and families, including the impact of FASD and trauma-related issues

- Strong leadership and interpersonal skills
- Understanding of local First Nations/Indigenous and respectful, culturally sensitive practices
- Proven ability to deliver services with a caring, approachable, non-judgmental demeanor which encourages clients, team members and others to feel comfortable and respected
- Ability to work independently employing initiative and judgement at a high level with minimal supervision
- Ability to handle information in a confidential and professional manner
- Experience working effectively in a collaborative model within teams
- Basic computer skills with experience with email and Office 365
- Comfortable working in a fast-paced, dynamic environment
- Passionate about food security and treating all people with dignity and respect

WORKING CONDITIONS

- May be required to work evenings and weekends
- Ability to work in a physically demanding job, including lifting and carrying boxes of up to 50 pounds
- Adherence to safety protocols around tools and equipment

SPECIAL CONDITIONS:

- Initial and on-going employment is subject to submission of a clear Criminal Record check
- Food Safe Certification (training will be provided if the incumbent is not certified)
- Must possess their own reliable transportation, valid class 5 driver's license, satisfactory driver's abstract and abide by conditions stated on the Driver Information form