



**Friendship  
Trays** Meals on Wheels of  
Charlotte-Mecklenburg

Job Title: **Social Services Assistant**

FLSA Status: Full Time Exempt

Salary Range: \$40,000 - \$45,000 dependent on experience. Includes a comprehensive employee benefit package.

Reports to: Social Services Coordinator

Supervises: Social Work Interns as assigned

Revision Date: May 13, 2022

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### **POSITION SUMMARY:**

The Social Services Assistant serves as a key member of the outreach team providing social work services to food insecure clients who may need assistance to locate and connect to supportive services. The Social Services Assistant will work with the Social Services Coordinator and administrative team to assist callers/clients in need and expand the reach of the organization. He/She/They will collaborate with partner agencies and referral partners to provide improved access to resources for individuals experiencing food insecurity.

### **ESSENTIAL FUNCTIONS:**

1. Interact with compassion and respect with people who are in crisis situations. Assist current and potential clients who call with questions or issues concerning our food services/programs.
2. Work with clients without active referral sources and assist them in securing food/services upon proper assessment.
3. Work with clients reaching the maximum referral allowance to ensure they have the necessary support systems and resources in place.
4. Identify clients within our database who are food insecure and have little support. Connect clients to other supportive services, such as food stamps (FST), WIC, CMS nutrition, Medicaid, LIEAP, employment, disability and social security.
5. Based on assessment, provide additional LFFT referrals to clients while additional resources are being located and connections are made.
6. Maintain up to date knowledge of community initiatives, programs, resources, and food policies. Research additional services and best practices.
7. Assist with home deliveries for those who might need additional assistance.
8. Document all client interactions in confidential file.
9. Provide reports on clients served, assessments completed, services rendered, etc.
10. Serve as a liaison with government agencies, nonprofit partners, and referral sources to get our clients information about and access to DSS services and other services/programs.
11. Respond to special needs presented by clients, volunteers, donors, partner agencies, and participating pantries (e.g. emergency referrals, conflicts, etc.).
12. Attend community outreach events to connect people to appropriate food and other resources.
13. Supervise social work interns as assigned.
14. Attend staff meetings, staff trainings, and other meetings as needed.
15. Participate in and support LFFT food and fund raising efforts.

16. Represent the organization as requested by the CEO.

**QUALIFICATIONS:**

1. BSW with 3 or more years in direct client services or MSW with community resources experience. LCSW is a plus.
2. Professional telephone presence. Ability to speak Spanish is a plus.
3. Thorough knowledge of community resources and government assistance programs. Experience in case management, making referrals to appropriate services, and monitoring/reporting progress.
4. Proficiency in basic computer operations and complex database systems. (Microsoft Office-Outlook, Word, Excel, FishNet, etc.).
5. Exceptional interpersonal, oral, written, and presentation skills.
6. Dependable and punctual team player.
7. High energy, positive, "can-do" attitude, flexibility, teamwork, and attention to detail; high degree of initiative and an ability to manage multiple tasks and projects at a time.
8. Ability to work with sensitivity and without discrimination towards peoples of diverse cultures, races/ethnicities, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations
9. A passion for the mission of Loaves & Fishes/Friendship Trays is essential.
10. Compliance with our Covid Vaccination and Testing Policy. All employees are required to report their vaccination status and, if vaccinated, provide proof of vaccination. All employees who are not fully vaccinated will be required to undergo regular COVID-19 testing and wear a face mask.

**To apply, please use Social Services Assistant in the subject line and email a cover letter, resume, and three professional references to [HR@loavesandfishes.org](mailto:HR@loavesandfishes.org).**