



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

Job Title: Food Navigator

FLSA Status: Full-Time Non-Exempt

Scheduled hours determined by the Community Outreach Director, some evenings and weekends.

Reports to: Community Outreach Director

Supervises: Volunteers and Interns as assigned (i.e. Home delivery, Food Share, and Warehouse volunteers)

Revision Date: 1/30/2023

POSITION SUMMARY:

The Food Navigator serves as a key member of the operations and outreach team sharing available resources with the community and connecting food insecure individuals to appropriate services. The Food Navigator will work with the social services and administrative team to assist callers/clients in need and expand the reach of the organization. They will assist food insecure individuals with locating and accessing community and government resources. They will identify other agencies to collaborate with as well as represent the organization at community events.

ESSENTIAL FUNCTIONS: Using trauma-informed, client-centered approach:

1. Interact with compassion and respect with clients who are in crisis situations. Assist current and potential clients in person or who call with questions or issues concerning Loaves & Fishes/Friendship Trays food referrals.
2. Interact and engage with customers to understand their specific needs. Once needs are identified ensure immediate nutritional needs are met.
3. Gather referral information and connect with appropriate staff member or community partner.
4. Work collaboratively with Social Service staff to connect clients to other supportive services, such as food stamps (FST), WIC, CMS nutrition, Medicaid, LIEAP, employment, disability and social security.
5. Determine which workflow steps and processes are needed to fulfill the customer's needs to help ensure that the customer's transactions are efficient and effective.
6. Respond in a timely manner and communicate clearly and accurately. Utilize language assistance staff and devices to effectively communicate with LEP and other customers.
7. Maintain dialog with customers regarding expectations and experiences and use this feedback to improve service delivery.
8. Recognize when requests must be escalated and follow policies and procedures to ensure the customer receives communication regarding resolution
9. Conduct follow-up with clients to ensure they received the services they requested. Remain as a point of contact for families if the need was to reoccur.
10. Provide accurate, thorough reporting of all metrics and outcomes.
11. Maintain up to date knowledge of community initiatives, programs, resources, and food policies. Research additional services and best practices.
12. Serve as a liaison with government agencies, nonprofit partners, and referral sources to get clients information about and access to DSS services and other services/programs.
13. Respond to special needs presented by clients, volunteers, donors, partner agencies, and participating pantries (e.g. emergency referrals, conflicts, etc.).

14. Attend indoor and outdoor community outreach events to share food resources and connect people to other services.
15. Attend staff meetings, staff trainings, and other meetings as needed.
16. Participate in and support Loaves & Fishes/Friendship Trays food and fund raising efforts.
17. Represent the organization as requested by the CEO.

QUALIFICATIONS:

1. Minimum education requirements: high school diploma or equivalent degree; Persons with lived experience in accessing community resources preferred.
2. Professional telephone presence. Fluent in 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 is a plus.
4. Strong organizational and technological skills.
5. Proven management and leadership capabilities.
6. Proficiency in basic computer operations and complex database systems. (Microsoft Office-Outlook, Word, Excel, Google-Drive, Docs, Sheets, etc.)
7. Ability to lift up to 50 pounds repetitiously.
8. Valid Carolina driver's license with an excellent driving record and regular access to a vehicle.
9. Exceptional interpersonal, oral, written, and presentation skills.
10. Dependable, flexible, and punctual team player. Available to work evenings and weekends as needed.
11. High degree of initiative and an ability to manage multiple tasks and projects at a time.
12. High energy, positive "can-do" attitude with attention to detail.
13. 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
14. A passion for the mission of Loaves & Fishes/Friendship Trays (LFFT) is essential.
15. 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.

This job description may not be all inclusive and employees are expected to perform all other duties as assigned and directed by management. Job descriptions and duties will be reviewed annually and may be modified when deemed appropriate by management.

Employee Name:

Employee Signature:

Supervisor Signature:

Date:

Date: