



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

Job Title: **Social Services Coordinator**

FLSA Status: Full-Time Exempt

Scheduled hours typically Monday-Friday 8:30AM-4:30PM

Reports to: Community Outreach Director

Supervises: Social Work Interns as assigned

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

Revision Date: 11.14.23

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### **POSITION SUMMARY:**

The Social Services Coordinator 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 Coordinator will work with the administrative team to assist callers/clients in need and expand the reach of the organization. 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 dignity with clients who are in crisis situations. Assist current and potential clients who call with questions or issues concerning referrals.
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 L&F referrals while additional resources are being located and connections are made.
6. Maintain up to date knowledge of community and advocacy initiatives, community programs, resources, and services related to hunger and poverty. Research new and updated resources, food policies, as well as best practices.
7. Connect clients to grocery home delivery upon proper assessment. Assist with home delivery confirmations and the online grocery website for those who might need additional assistance.
8. Document important social work-related client interactions in confidential file.
9. Provide quick updates on program changes and problems (ex. emergencies and unsuccessful deliveries), pantry capacity (ex. spaces left before full), and online orders. 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. Attending community outreach events to connect people to appropriate food and other resources.
13. Supervise social work interns as assigned.
14. Attend staff meetings, staff training, and other meetings as required.
15. Participate in and support Loaves & Fishes/Friendship Trays' 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.
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. 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, as necessary.
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.

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