



Our Mission

Our mission is to leverage the power of food to end hunger and build healthier communities.

Our Vision

We believe that the fight against hunger and the fight against poverty are one and the same. We envision a future in which food is recognized as a human right and every person is able to feed themselves and their families in dignity.

Together, we work to create a more nourished, prosperous region.

Our Values

Our core values define who we are and how we work with our communities. Foodlink & our team members have:

Compassion - treat all with dignity & respect; build kinship with those we serve

Innovation - say yes; avoid complacency risk failure in the pursuit of ending hunger

Collaboration - build a shared vision, create synergies, maximize resources

Agility - respond urgently to the ever-changing needs of our community

Stewardship - maximize the impact of every dollar, donation and asset

Job Title: Community Engagement Coordinator

Reports to: Community Engagement Senior Manager

Status: Hourly, Full-time, Non-Exempt

Job Level: #6 - Coordinator

SUMMARY

The Community Engagement Coordinator will provide direct support to community engagement and outreach strategies across Foodlink Community Health Programs. They will provide direct coordination for the Curbside Market Ambassador program, helping to recruit, train and support teams of Ambassadors in setting goals for their site. Additionally, the Community Engagement Coordinator will ensure that all Curbside Market stakeholder voices- Ambassadors, customers, and staff- are included in ongoing program evolution by coordinating surveys, focus groups and other outreach strategies.

With support from managers and other Foodlink departments, the Community Engagement Coordinator will lead Curbside Market social media efforts, developing a brand strategy and collecting content to share our story with Curbside Market stakeholders. They will also support community-led initiatives related to the Curbside Market WIC Mobile to support WIC-eligible children and families in reaching their health goals. An ideal candidate will enjoy being able to adapt and take initiative in a fast-paced, evolving environment. The Community Engagement Coordinator will

also be able to collaborate well with both internal and external stakeholders, while elevating community voices and needs.

KEY RESPONSIBILITIES

Provide direct support and coordination for the Curbside Market Ambassador Program (30%)

- Work with the Community Engagement team to recruit and train new Curbside Market Ambassadors
- Provide direct support to a team of Curbside Market Ambassadors, ensuring that Ambassadors have the resources and support that they want and need to work in their communities
- Work with the Community Engagement team to coordinate, plan and lead Curbside Market Ambassador monthly meetings

Coordinate efforts to improve Curbside Market customer service and stakeholder engagement through surveys and outreach (25%)

- Work with Community Health Programs Specialist to track Key Performance indicators to meet Curbside Market customer service goals
- With support from the Community Engagement team, develop and implement Curbside Market customer and staff surveys and provide ongoing recommendations for program improvement.
- With support for Community Health Programs managers, coordinate efforts to include more customer perspectives, ideas and experiences into the growth of the Curbside Market program through practices like interviews, focus groups, and human centered design workshops.
- Develop recommendations and reports to share with Curbside Market stakeholders about what we learn from surveys, focus groups, and workshops.

Coordinate Curbside Market scheduling and marketing strategies (20%)

- Create standard operating procedures for Curbside Market scheduling process including tracking new site requests, tracking monthly sales at sites, and leading calls for removing and adding sites to the schedule
- Work with the Community Engagement Senior Manager, Specialist, and Foodlink development team to build a brand strategy for Curbside Market
- Support Community Engagement team, Specialist in building new marketing and outreach materials for Curbside Market

Support Curbside Market + WIC program development (15%)

- Provide support and resources for Curbside Market + WIC Ambassadors for implementation of Cooking Together with WIC classes in their communities.
- Help to facilitate health education programming, Cooking Together with WIC, classes with Curbside Market + WIC Ambassadors

Provide increased capacity across Community Health Programs team (10%)

- Serve as a back-up for Curbside Market operations on the trucks as needed.
- Serve as a back-up for Cooking Together class facilitation as needed.
- Support other organizational priorities, as determined by the Director of Community Health Programs, given the flexibility required of all staff in a fast-paced, growing organization.

Expectations for all staff regardless of position:

- 8 hours (paid) staffing of a Foodlink fundraiser/special event annually
- 8 hours (paid) directly supporting a Foodlink member agency annually
- Direct support of food and supply distribution during crises/emergencies

QUALITIES

- **Mission-driven.** Reflects on the mission often, using it as the north-star for decision making.
- **Cultural humility.** Treats participants as experts in their own experience. Takes time to understand how our families and cultures shape the way we eat, shop and make meaningful and sustainable, healthy choices.
- **Compassionate.** Treats others with dignity and respect. Honors that cultural traditions, trust, and relationships play a key role in how we purchase and prepare our food. Finds ways to elevate community stakeholder voices in all Foodlink programs and services.
- **Agile.** The ideal candidate will be able to adapt to evolving needs and priorities. Ability to juggle and prioritize a variety of needs across Community Health Programs and the people that use our services.
- **Time Management:** Able to prioritize needs of multiple projects and programs decisively.
- **Collaborative.** Creates meaningful relationships with colleagues, partners, supporters and community members. Collaborates and connects the dots across departments.
- **Solutions-oriented.** Ability to take initiative and solve problems in a fast-paced, evolving environment. Can pivot between strategies and manage competing priorities.
- **Team-oriented.** Able to work with people who have different backgrounds, opinions and experiences to reach shared goals.
- **Customer service.** Has a people-first mentality when serving a wide variety of customers, from community partners to direct service customers to vendors.

Preferred candidates will also have:

- Relevant college-level coursework, Bachelor's Degree preferred
- Experience in community engagement and outreach. Familiarity with the community in which the work will take place strongly preferred
- Ability to clearly communicate (speak, read and write proficiently) in English. Ability to clearly communicate (speak, read and write proficiently) in Spanish strongly preferred.
- Ability to meet travel requirements associated with this position.
- Ability to work flexible hours which may include evenings and/or weekends.
- Ability to transport/move supplies and equipment, climb stairs with or without reasonable accommodation.
- Ability and willingness to work with diverse audiences and maintain cultural sensitivity.
- Experience with windows-based software including use of the internet and Microsoft Office Suite including Outlook, Word, Excel and Teams; Google Suite, Canva, and social media platforms
- Ability to communicate effectively, clearly, and with cultural competence through verbal, written and electronic methods.
- Ability to organize, manage, and prioritize multiple tasks, deadlines, requirements, and priorities to complete work in a timely manner and within established deadlines.
- Must possess a valid driver's license with a good driving record.

We are actively seeking a diverse pool of candidates for this position.

SALARY AND BENEFITS

This is a full time, year-round position, paid on an hourly basis starting at \$20.05/hr. The schedule will vary across days of the week and flexibility is required, including working on weekends. Foodlink covers 100% of individual health and dental insurance with the ability to acquire family coverage with pretax dollars. In addition to generous paid time off (PTO), we observe 14 paid holidays throughout the year. Opportunity to contribute to a 401k retirement savings plan upon hire. Eligible for generous employer match after 1 year of service.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to handle or feel items such as documents. The team member is required to stand; walk and reach with hands and arms. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus. This position regularly requires the individual to lift objects weighing up to 50lbs.

Work Environment

The work environment characteristics described here are representative of those a team member encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all- inclusive. Employees will follow other instructions and perform other related duties as required.

Everyone is welcome here! Foodlink is an equal opportunity employer. All applicants will be considered for employment without regard to age, race, color, religion, sex, sexual orientation, gender identity, national origin, genetics, veteran or disability status.