

IRVING PARK COMMUNITY FOOD PANTRY

3801 N. Keeler Ave.
Chicago, IL 60641

JOB DESCRIPTION

CLIENT RESOURCES COORDINATOR

Reports to: Executive Director, IPCFP
Start date: February, 2015
Hours: 10-12 hours per week, 8:00 – 1:00 pm Wednesdays, 5:30 – 8:00 pm second Tuesday of each month, other hours TBD. Occasional evening and weekend hours.
Pay rate: To Be Determined

GENERAL DESCRIPTION

The Irving Park Community Food Pantry (IPCFP) is often the first point of social service contact for people in need of financial, medical, housing, employment or mental health assistance. The Client Resources Coordinator, a part-time position at the Pantry, will serve pantry clients by assessing their needs and linking them with resources in the community. This includes public benefits, healthcare resources, employment and job training services, mental health and substance abuse counseling, older adult services, family support, homeless shelters, literacy programs and utility assistance. The Coordinator will also maintain and strengthen the organization's existing social service connections, develop new collaborations, linkages, and partnerships to serve the needs of clients.

PRIMARY DUTIES

Client service (50%)

- Provide assessment and referral services to clients during IPCFP's hours of operation.
- Assist clients in locating appropriate resources in the community to address their needs.
- Develop intake/assessment forms to determine and track client's needs.
- Develop resource handouts for clients on available resources.
- Create internal web-based referral sources for use by staff and volunteers in making referrals.
- Arrange for the translation of resource documents from English into Spanish and Polish.
- Work collaboratively with the Executive Director and pantry volunteers to maintain and enhance an intake process that incorporates assessment and referral services.
- Oversee and coordinate on-site Pantry services e.g. Web SNAP, ACA and Homebound deliveries.

Outreach to service providers (40%)

- Help to identify critical providers in Irving Park and within the city; identify priorities and finalize outreach plan.
- Conduct outreach to critical partners, creating pathways for clients and increasing knowledge of IPCFP among critical providers.

- Attend community and professional meetings to ensure accurate and current knowledge of community-based services.
- Develop and maintain system for tracking information about the services, contacts, hours, and intake process for each critical provider.
- With Executive Director, formalize agreements in writing, as necessary, with critical partners.

Service review and evaluation (10%)

- Develop system for tracking client assessment and referral data.
- Track all client intake information and provide monthly reports to Executive Director.
- Track outreach progress against goals; report monthly to Executive Director
- Review and revise outreach and service plans as dictated by client needs and Pantry resources.
- Prepare data reports for board of directors and funders, as necessary.
- With staff and/or consultants, assist in evaluating client service and outreach projects.

Other duties upon request

QUALIFICATIONS

Bachelor's degree **in a Social Service field** and/or direct service experience in a social service environment preferred. A successful candidate will possess a strong commitment to community-level service provision, excellent interpersonal skills, strong organizational ability, and the ability to work effectively with other providers to build long-term collaborations to meet clients' needs. Functional knowledge of Microsoft Word, email, and Internet searching required. **Bilingual English/Spanish required.**

PHYSICAL DEMANDS

To be successful in the position, the candidate must be able to meet the following physical demands: Ability to travel to agencies in Irving Park and elsewhere in the city, either by personal vehicle or public transportation; ability to move or lift up to 20 pounds; ability to type, sit with clients during intake and referral sessions and reach with hands and arms to perform routine office functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

TO APPLY

Send cover letter and resume to (email submission preferred):

Mr. John Psiharis, Executive Director
Irving Park Community Food Pantry
3801 N. Keeler Ave.
Chicago, IL 60641
info@irvingparkfoodpantry.org

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