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Summer Client Services Associate Position Description

Client Services Associates support the Client Services team in providing Emergency Food Assistance. This involves supporting clients while ensuring a welcoming, inclusive and accessible environment. Duties include tasks such as greeting clients and updating files, fulfilling hamper orders, facilitating pick room access and empowering clients while decreasing barriers to services. These tasks are done safely and effectively through detailed processes while adhering to food safety guidelines. This position reports to the Client Intake Supervisor.

Hours: Temporary Full Time May - August, Monday – Friday 8:00 am – 4:00 pm

Required Skill Set:

1. Social/Human Services Education and/or Experience
 - Relevant experience and / or education in Human Services or working with vulnerable populations, able to respond and support with dignity, respect and tact
 - Strong customer service skills including listening, empathy and maintaining dignity
 - Ability to work in a fast-paced environment while standing continuously
 - Must be able to work with minimal supervision and demonstrate initiative
2. Volunteer Supervision
 - Experience working with and/or supervising volunteers
 - On the job interaction and general guidance of volunteers on the IFB way and upholding dignity and care of vulnerable populations
 - Take direction and guidance from Client Intake Supervisor on volunteer engagement activities, as required
 - Provide cover off for client intake counter services, as required
3. Basic understanding of the administration and clientele involved with social programs
 - Must be able to handle situations with tact, diplomacy and compassion
 - High attention to detail and strong listening skills
 - Ability to work well with others
 - Ability to be firm and assertive when necessary
4. Communication Skills – interact with vulnerable populations, volunteers, food bank staff, social program providers, and community at large
5. Basic Administrative skills - Intermediate computer skills required (recordkeeping, word processing, data tracking, spreadsheets, other computer programs)
5. Ability to perform heaving lifting activities on a regular basis (40lbs and over) is an asset
6. Successful completion of Food Banks Alberta Safe Food Handling Course (Online link provided)
7. Must be able to satisfy Criminal Records Check and Vulnerable Sector Check

Job Description:

Client Intake Support

- All members of the Client Services Team will be cross trained to ensure the flexibility to fill in where most needed, and for familiarity with core food bank services
- Interview and screen clients to determine eligibility for food hampers, programs and services
- Support Service & Care Team:
 - Greet clients and support provision of Emergency Food Services (hampers and pick room access)
 - Capture client data with each client visit, placing hamper orders and communicate with the Client Services Team to fulfill client requests
 - Assemble the components of the food hamper, bundles and add-ons to fulfill client requests
 - Support clients with questions and facilitate quick and efficient access to hampers and pick room
 - Manage and maintain food stocks in the pick room in accordance with food safety standards
 - Maintain order and flow of service provision
- Supervision and training of volunteers, as directed by Client Intake Coordinator
- Maintain client data tracking and reporting system (Client Management System)

Support Client Advocacy Programs and Resource Room

- Support Client Advocacy and Resource Room Coordinator with development, maintenance and/or facilitation of Client Advocacy Programs to assist clients in self-navigation of local supports
- Refer clients to other agencies in an attempt to address underlying issues creating food insecurity
- Liaise with partner agencies that offer social supports for vulnerable populations
- Assist with client related programs, workshops, and outreach programs
- Maintain program statistics - daily, monthly and annual reports

Other

- Additional duties as required by Executive Director
- Act as part of the team and assist where needed

This position is dependent upon approved funding from the Canada Summer Jobs Program. To be eligible to participate in Canada Summer Jobs, individuals must:

- be between 15 and 30 years of age at the start of the employment;
- be a Canadian citizen, permanent resident, or person to whom refugee protection has been conferred under the Immigration and Refugee Protection Act for the duration of the employment (International students are not eligible participants. International students include anyone who is temporarily in Canada for studies and who is not a Canadian citizen, permanent resident, or person who has been granted refugee status in Canada),
- have a valid Social Insurance Number at the start of employment and be legally entitled to work in Canada in accordance with relevant provincial or territorial legislation and regulations.

Applicants should provide cover letter, resume and 3 professional references to info@interfaithfoodbank.ca. Position will be filled as soon as a suitable candidate is found.