

**Community Shelter of Union County  
Job Description**

<b>Job Title:</b>	Food Services Coordinator
<b>Department:</b>	Operations
<b>Shift(s):</b>	<ul style="list-style-type: none"> <li>• Monday-Friday 7am-3pm</li> <li>• Saturday &amp; Sunday 7am-2pm</li> <li>• Saturday &amp; Sunday 1-8pm</li> </ul> <p>However, must be flexible at times to work nontraditional hours as job requirements dictate to facilitate volunteer and special event activities and building shut down.</p> <ul style="list-style-type: none"> <li>• Monthly All Staff Meeting: 3rd Wednesday of the month, 9:15-11:30am-required for all full-time staff</li> <li>• Monthly Food Services Meeting: One Saturday a month January-October 1-2pm-required for all Food Service Coordinators</li> </ul>
<b>Immediate Supervisor:</b>	Food Services Manager

The Community Shelter of Union County participates in a Housing First philosophy. Housing First is a homeless assistance approach that prioritizes providing permanent housing to people experiencing homelessness, thus ending their homelessness, and serving as a platform from which they can pursue personal goals and improve their quality of life. This approach is guided by the belief that people need necessities like food and a place to live before attending to anything less, such as getting a job, budgeting properly, or attending to substance use issues. Additionally, Housing First is based on the theory that client choice is valuable in housing selection and supportive service participation, and that exercising that choice is likely to make a client more successful in remaining housed and improving their life.

**General Job Description:**

This position coordinates and provides all meals distributed by the Community Shelter. Clients may include the homeless and community members at risk of food hardship. Responsible for overseeing meal groups who are providing meals. Responsible for meal planning, preparation, and cooking all meals in the soup kitchen that are not provided by a meal group. Responsible for maintaining a safe, sanitary, and clean kitchen/dining room environment at all times. Responsible for managing assigned volunteers and AARP staff.

**Requirements:**

1. Trustworthy, honest, and team player.
2. Ability to supervise shelter clients with dignity and respect at all times. Must engage clients in positive interactions.
3. Ability to handle communications with public, donors and volunteers via phone or in person.

4. Diligence in answering volunteer opportunities for your department in a timely and respectful manner.
5. Computer literate.
6. Able to maintain confidentiality.
7. Able to supervise sanitary conditions at all times in food service areas, and other areas of the shelter if needed.
8. Willingness to work flexible hours as needed, and handle emergencies which may occur daily, nightly, or overnight.

### **Essential Job Functions:**

#### **Function 1. Meal Service**

- Plans meals by developing new or analyzing existing recipes, retrieving, and/or requesting ingredients. Prepares ingredients and completes meal preparation with attention to quality on taste, assembling meals, and service to clients.
- Reviews best practices from other sources to plan nutritious and healthy meals as best as possible.
- Supervises all kitchen workers with professionalism and tact, including clients, volunteers, staff, and participants in training programs, with special attention to hygiene and safety.
- Responsible for maintaining supplies inventory by checking stock; rotating inventory of products; anticipating needs; placing and expediting orders; verifying receipt; and accurate record keeping.
- In conjunction with the Onsite Operations Director and shift supervisors, responsible for maintaining accurate statistics of the number of meals served, number of unique individuals served, number of volunteers serving in the soup kitchen.
- Ensures excellent customer service to clients eating meals, treating every individual with dignity and respect.
- Maintain a supply of bagged lunches for working clients.

#### **Function 2: Sanitation**

- Maintain a sanitary kitchen by adhering to ServeSafe sanitation, storage, and refrigeration requirements. Maintain an exemplary standard of care and quality.
- Oversee volunteers completing tasks in the kitchen with attention to cleanliness, hygiene practices, and proper use of appliances and equipment.
- Cleans refrigerators daily, insuring food is used promptly and there is no spoiled food in the refrigerator.
- Log refrigerator, freezer, and dry storage temperatures.
- Follow protocol for food entering the shelter, this includes both food coming into the facility and leftovers storage. Cover, label, and date all food/drink items that goes into a refrigerator or freezer.

- Maintain order in the pantries and supplies storage.
- Maintain established cleaning schedule.

### **Function 3: Volunteers**

- Coordinate written protocols for all volunteers in the soup kitchen including hygiene practices, typical meal assembly on plates, utilization of meal service window and whether to call clients to the window or serve in their seats, information on service times that clients will enter and exit the dining room and any “exception policies” due to inclement weather, “seconds” protocols, preparation/storage of meals for clients at work, no to go plates unless approved by the kitchen supervisor or higher authority, etc. General policies should be clearly posted in the kitchen.

### **Function 4. Coordinate Food Pantry Services**

- Coordinate the services of the Food Pantry and Food Box preparation and
- Maintain accurate records of recipients and program requirements including Senior Adult Program.

### **All employees are expected to maintain a high level of professionalism in performing assigned duties and responsibilities.**

- Supports the Agency “helping” philosophy and ensures that all work rules, policies and procedures are adhered to.
- Employees will not withhold services of food and sleep to any client as a form of punishment.
- Employees will not withhold privileges for the group such as television time, movie time, or snack due to the actions of a single client or group of clients.
- Exhibits willingness to perform whatever duties are necessary in the development and maintenance of the agency, even if not specifically stated in the job description. This includes filling in at front desk if no other option available.
- Develops effective working relationships with staff and relates to staff, volunteers, clients and others in a friendly professional manner and provides excellent internal and external customer service.
- Establishes and adjusts daily schedule to maintain efficient workflow.
- Wears staff identification at all times.
- Keeps safety first.
- Maintains a clean driving record if they drive agency vehicle. Report any work driving infractions immediately. Any personal driving infractions should be reported to your immediate supervisor within 72 hours of receipt.
- Employees should not take “donated” items for personal use without the specific permission of your immediate supervisor or the Chief Executive Officer.
- Keeps workspace tidy and tour ready at all times.

- Acknowledge with receipt of Personnel Policies and Procedures handbook and follow such polices including but not limited to agency safety policy, vehicle policy, IT policy, and attendance policy.