



Position Announcement

POSITION: Food Resources Team Lead

STATUS: Full-time, Non-exempt, Essential staff

SCHEDULE: Monday-Friday, 9am-5pm

REPORTS TO: Community Services Director

PROGRAM: Community Services

COMPENSATION: \$21.38/hour, full benefits

Inter-Faith Council for Social Service (IFC) is looking for a dynamic new team member in Community Services. The Food Resources Team Lead coordinates a team of volunteers and works collaboratively with other staff to provide groceries, hot meals, emergency assistance, and crisis intervention to community members through the programs at IFC Commons. Specifically, this position is central to maintaining the inventory of food for the kitchen and markets, which is provided primarily through donations from a number of grocery stores, farms, and other community resources. The appropriate candidate will have experience sorting, rotating, and displaying food, in addition to working with a variety of people with multiple and complex needs.

Responsibilities:

- Facilitate the creation of a mutually supportive environment and a safe, welcoming space by modeling appropriate behavior for members and holding accountable to the program guidelines and expectations. Provide food and emergency assistance to members with the utmost dignity and respect, regardless of who they are or what issues they present.
- Coordinate a team of volunteers who support the stocking, rotation, and display of food resources for the Community Market and Community Kitchen. Onboard, train, and supervise program volunteers on day-to-day operations; maintain regular communications; respond to feedback from and address concerns regarding volunteers in a timely manner, and foster relationships.
- Manage donations of food from grocery stores, restaurants, campus, and other locations; assure that donations are picked up regularly and that donation locations are communicated with.
- In coordination with other staff, ensure that all documentation, practices and inspection required by Food Bank of Central and Eastern North Carolina, USDA and other entities are followed and completed.
- Order food, as needed, according to the agency's budget; maintain required paperwork and complete reports.
- Address member concerns and complaints in a timely manner and actively work to mediate conflicts as soon as they arise to help sustain a peaceful, comfortable space. De-escalate conflicts and crises when they arise and manage situations that may be volatile or pose safety risks.
- Assist in the development and implementation of best practices as they relate to services
- Communicate regularly with the team and follow through on actions where needed. Provide back-up support and fill in for other Community Services positions.
- Maintain appropriate boundaries and uphold member confidentiality.
- Foster member leadership and ensure involvement in decision making and community building.
- Lead and/or participate in meetings and organized events with members, when appropriate.
- Attend meetings, including but not limited to staff meetings, staff trainings, and one-one meetings with supervisor.
- Perform other duties as assigned by supervisor or other management staff.

Qualifications:

- Ability to work in a physically strenuous position and routinely lift and carry items up to 50 pounds
- Ability to operate the agency's vehicles for donation pick-ups and deliveries; NC driver's license required
- Very high level of organizational skills and attention to detail; previous experience in a grocery store or related environment rotating and stocking product is a plus

- Understanding of the causes of poverty and homelessness and the relationship of these societal problems to unjust and inequitable systems
- Experience working with people who have mental health and/or substance use issues that may lead to challenges interpersonally or in community settings
- Ability to effectively resolve conflict, cope with crisis situations, and de-escalate volatile situations using a low barrier, harm reduction, member centered, trauma informed approach
- Effective verbal and written communication skills
- Effective time management skills
- Computer literacy, including experience with Excel, Outlook, Word, etc.; ability to learn internal databases
- Excellent problem solving and decision-making ability
- Cooperative, friendly, and helpful attitude with members, co-workers, and leadership
- Ability to collaborate and maintain positive relationships with external service providers
- Bilingual Spanish/English preferred

Work Environment:

- Program is located at IFC Commons - 110 W. Main Street in Carrboro
- This position is in person and is considered Essential Staff during emergencies, including inclement weather
- Must be able to stand and sit for extended periods of time
- Must be able to work in a hectic, high-demand environment
- Must be able to respond immediately to crises that arise, including potentially volatile situations
- Must be able to work in a physically strenuous position and routinely lift and carry items up to 50 pounds
- Must have a NC driver's license and be able to operate IFC's vehicles

Application procedure: Please e-mail resume and cover letter to HR [@ifcmailbox.org](mailto:hr@ifcmailbox.org). Position open until filled.

IFC is an equal opportunity employer and strongly encourages applications from people with lived experience of poverty and/or homelessness, people of color, LGBTQIA applicants, and people with disabilities.