



Market and Kitchen Manager

April 2023

IFC is seeking an energetic, skilled leader to coordinate and support a team of staff and volunteers providing free groceries, daily meals, and financial assistance at IFC Commons in Carrboro. This position will supervise three full-time and one part-time staff, support program volunteers, work collaboratively with the Navigation Services Manager, and report to the Community Services Director. The ideal candidate is enthusiastic about being actively involved in daily program services, is member-centered, and can juggle multiple responsibilities, work collaboratively, and function well in a fast-paced environment.

Who we are:

Mission, Vision, Values. IFC confronts the causes and responds to the effects of poverty in our community. We believe in a community that meets everyone's basic needs, including dignified and affordable housing, an abundance of healthy food, and meaningful social connection. We are guided by our core values: mutual respect, social justice, community power, self-determination, and integrity. We work for long-term social change while providing for the immediate needs of our community members.

History and Programs. In 1963, seven women united their efforts to address the conditions of poverty in Chapel Hill and Carrboro. Sixty years later, IFC continues to make this community more affordable for low-income workers and residents who make Orange County a diverse and desirable place to live. Our programs include:

- Community Market and Community Kitchen - food security services offering groceries and daily hot meals to people who live or work in Chapel Hill-Carrboro to help households stretch their budgets.
- Community Navigation Services - drop-in access to computers, phones, and support in accessing housing and community resources, including government identification, clothing vouchers, showers, and lockers.
- Emergency Financial Assistance – rent, utility and other emergency assistance to increase housing stability for people who live or work in Chapel Hill-Carrboro.
- Community House and HomeStart shelters for adults and families – the only emergency shelters in Orange County for people experiencing homelessness.
- Permanent Supportive Housing - subsidies and support services for residents living across the county, as part of a best practice housing first model.
- Activate! IFC – systems change program that focuses on voting, advocacy, civic engagement, leadership development, and community-centered safety.

About this position:

This position reports to IFC's Community Services Director and has the following responsibilities:

- Lead the Community Kitchen, Community Market, and some Emergency Financial Assistance services:
 - Assure the preparation, cooking, and serving of daily meals for up to about 100 diners per meal (lunch every day and dinner five days each week, including holidays). Work with the Lead Cook to creatively plan balanced meals using food donations. Maintain kitchen space and equipment and arrange for its cleaning, repair, and replacement in accordance with budgets.
 - Coordinate provision of groceries to shoppers of the free member choice market.
 - Manage financial assistance to households needing support paying rent, utilities, and basic needs.

- Manage food inventory: coordinating pick-up, sorting, and distribution of donations; placing orders for food and supplies in accordance with the budget; and working with community partners (restaurants, grocery stores, dining halls) on securing donations and rescuing food that would otherwise be wasted.
- Provide support to members and diners that is low barrier, trauma-informed, and rooted in a social justice framework. De-escalate conflicts and promote healthy communication organization-wide.
- Supervise, support, train, and guide staff and volunteers, including conducting 1:1 meetings with each staff weekly, convening regular team meetings, participating in team huddles at the beginning of shifts, and assuring consistent communications with volunteers and staff regarding program changes.
- Prepare and submit program reports and use internal computer database tracking of services, inter-agency communication, and volunteer communication and management.
- Engage visitors and guests upon entry into the space, answer questions, give tours, and educate community members about poverty, homelessness, food insecurity, racial injustice.
- Serve as a member of the Leadership Team and All-Staff Team, including actively participating in meetings and trainings and working collaboratively across programs.

What we're looking for:

- Previous experience working in non-profit community settings and/or related educational background
- Experience working in food security services, including handling donations, food sorting, and preparation
- Experience building, supervising, and supporting healthy teams of diverse people
- Enthusiasm to engage actively in hands-on program work on a daily basis, including creating and holding structure, policies, and procedures
- Commitment to working toward social justice and anti-racism; understanding of the causes of poverty and homelessness and the relationship of these societal problems to unjust and inequitable systems
- Dedication to IFC's program model: low barrier, harm reduction, and healing-centered engagement
- Excellent organizational and interpersonal skills, including computer skills
- High level of emotional intelligence and cultural humility and a demonstrated ability to use a variety of conflict resolution techniques; demonstrated excellence in leadership, teamwork and collaboration
- Ability to approach challenges with curiosity, openness and innovation
- Flexibility in work style, dependability, and sense of humor
- Valid NC driver's license

Work environment:

- Requires in-person, hands-on work; must be able to sit and stand for extended periods of time
- Expected to lift and carry items up to 50 pounds, clean equipment and spaces, organize inventory
- Must be able to respond immediately to crisis situations that arise, including those that may require conflict de-escalation, response to mental health, substance use, and/or medical emergencies
- Must assure meal coverage 365 days/year, including lunch coverage on weekends and holidays
- Is considered Essential Staff during emergencies; during inclement weather, must make arrangements to ensure presence or coverage for meal coverage
- Must be able to work in hectic, high-demand environment

What we offer:

The compensation package for this full-time, exempt, management-level position includes a salary of \$51,500 annually; health, dental and vision insurance with premiums fully paid for employees and a shared plan for dependent coverage; an option to participate in a 401(k) retirement plan with an employer match of up to 3% of salary. Annual paid time off includes 13 sick days, 3 weeks of vacation (4 weeks after 3 years), and paid holidays.

How to apply:

Please email cover letter, resume, and three professional references to HR@ifcmailbox.org. Position is open until filled. *IFC is an equal opportunity employer and strongly encourages applications from people with lived experience of poverty or homelessness; Black, Indigenous and People of Color (BIPOC); LGBTQIA applicants, and people with disabilities.*