



## JOB DESCRIPTION

- Our Vision:** A Nourished and Thriving Community, Free of Poverty
- Our Mission:** We lead with care and dignity in the effective distribution of nutritious food to those in need, and build partnerships to provide related services to eliminate poverty in our community.
- Our Values:** Diversity & Equality, Collaboration, Respect, Advocacy, Integrity, Leadership
- Who we are:** The Surrey Food Bank is a non-profit charitable organization funded primarily through community donations.

### Job Title – Program Associate

#### Job Summary

Reporting to the Executive Director, and receiving work direction from the Coordinator, Client Services, Coordinator, Volunteer Services and the Director of Finance & Administration, the Program Associate will assist each in their work with clients, volunteers and reception.

#### Responsibilities

1. Greets and builds rapport with clients, answers questions, provides information and represents the Surrey Food Bank in a positive and professional manner at all time and demonstrates the organization's values and promotes the vision, mission, strategic and annual operating plans.
2. Registers and updates new clients, learns and handles all 'exceptions' using the Nucleus Client Management System.
3. Ensures clients are aware of the organization's procedures and guidelines.
4. Ensures registration volunteers work in an atmosphere of cooperation, friendliness, and courtesy with each other and toward the clients; forwards concern and/or problems to the Coordinator, Volunteer Services.
5. Assist on the distribution line to cover breaks and when short volunteers.
6. Provides support in the baby room as and when needed.
7. Assists with and works closely with the Depot Associate at each depot.
8. Build emergency food hampers and liaise with the warehouse team.
9. Consults with the Client Services Coordinator on any community services/information needed to be relayed to clients.

10. Provides vacation and sick relief for Client Services and Volunteer Coordinators.
11. Provides vacation, sick or as needed relief for reception.
12. Learn Better Impact Program and update when required.
13. Set up and maintain the Volunteers lounge daily.
14. Assist in sorting bay if and when needed.
15. Adheres to the policies and standards as established in policies, terms and conditions of employment and standard operating programs/manuals, health and safety policies/guidelines, job descriptions, and verbal/written expectations.

### Other

16. Performs other related duties as assigned by the Coordinator, Client Services, Coordinator, Volunteer Services, Director of Finance & Administration and the Executive Director.
17. In partnership with the Client Services and Volunteer Services Coordinators, orientates registration volunteers.

## **Qualifications**

### Specific Requirements

High school graduation and six months' recent related experience. Experience in non-profit would be an asset.

- Demonstrated proficiency with Microsoft Office and related computer programs.
- Demonstrated keyboard proficiency and accuracy.
- Demonstrated ability to input data in a fast and accurate manner.
- Demonstrated ability to maintain confidentiality, exercise good judgement and act with discretion.
- Demonstrated ability to work effectively and communicate with diverse groups of people and volunteers.
- Demonstrated sensitivity to and respectful of cultural and lifestyle diversity.
- Demonstrated ability to work as an integrated team member with a high level of initiative, collaborative work style and strong work ethic.
- Demonstrated excellent customer service skills.
- Demonstrated strong interpersonal and verbal communications skills in English.
- Ability to work varied work hours and days.
- Physical ability to perform the duties of the job.
- Second language other than English considered an asset.

### Other Requirements

- Complete the criminal record process, including the vulnerable sector search and remain compliant.
- Sign the terms and conditions of employment (Employee Handbook) and review annually.

- Sign the Workplace Bullying, Harassment and Violence Policy and review annually.
- May be required to sign other documents as need arises.
- Complete the online Safe Food Handling E-Learning Course, Food Banks Canada and take annual refresher.
- Complete mandatory training within designated timeframes.
- Must be aware of the potential for allegations to be brought against him/her by clients and therefore conduct self in a manner in which behaviours/actions cannot be misinterpreted.
- Must be aware of the risks when working with potentially hostile or aggressive clients and follow safety guidelines.
- Takes precautionary measures and follows safety guidelines to protect self.

*DISCLAIMER: This job description does not constitute a “contract” between the employee and the employer. The job description duties may change at the discretion of the employer and/or the employer may request the employee to perform duties that are not listed on the job description.*

**Approved by:**

Nancy Pagani

**Created Date:**

November 1, 2022

**Revision Date (list each date revised):**

**Effective:**

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