



## Job Description

<b>Position Title:</b>	<b>Food Services Assistant</b>
<b>Program:</b>	HE Food Hub
<b>Reports To:</b>	Executive Director
<b>Direct Reports:</b>	None
<b>Status:</b>	Contract, 9 Week - Canada Summer Jobs
<b>Time Commitment:</b>	31 hours weekly

### **Agency Description:**

Central Food Network is working to relieve poverty by providing food, heating supplies and other basic necessities to individuals and families who are in need. Through our Cardiff Food Bank, Highlands East Food Hub, and Community Cooks programs, we are increasing the quality and quantity of food available to people in the Highlands East region that need a hand. Our Heat Bank program delivers supports to households struggling with heat and hydro affordability across Haliburton County.

### **Program Description:**

The Highlands East Food Hub serves as both a food bank as well as a distribution hub for other food programs.

The HE Food Hub food bank operates two days a week, providing critical & compassionate access to free food and basic personal care items to individuals, couples and families who are in need. It is also a local pick up point for the Good Food Box.

The food bank services the Highlands East region, including the villages of Wilberforce, Highland Grove, Tory Hill, Gooderham as well as Harcourt.

The Food Hub also acquires & distributes bulk & surplus food donations to the larger surrounding region, including Haliburton County, Hastings County & northern Kawartha Lakes.

## **Job Purpose:**

The Food Services Assistant is responsible for assisting with various aspects of operating our food banks and HE Food Hub. This position involves supporting the HE Food Hub Manager with operational tasks and fostering a positive and inclusive environment for volunteers & members alike.

## **Duties and Responsibilities:**

### **1. Service Delivery (~75% of time)**

- Assisting with various aspects of operating our food banks & Food Hub, including stocking shelves, cleaning, receiving, recording & sorting donations, preparing food hampers for clients, rotating stock & checking best before dates of products, data entry into database (Link2Feed), interacting with volunteers.
- find & test recipes using slow-moving food stocks & create recipe cards to be used as handouts with foods from food bank.
- Assist with bulk re-packaging of foods for food bank distribution and bulk meal cook ups.
- Assist with staffing food drives
- Assist with logistics for our services, including food hampers

### **2. Administrative Tasks (~10% of time)**

- Type out learnings into a basic food bank operations procedure manual for future students & volunteers
- Gather and report on volunteer hours at the Food Hub
- Prepare one brief report of activities to be shared with the Board of Directors

### **3. Communications & Social Media (~10% of time)**

- Oversee information board for clients, including finding, posting and updating community & government services and events relevant to individuals living in poverty
- Assist with promotion & information sharing;
- Assist with promoting food & toy drives
- Other duties as assigned

### **4. Other duties (~5% of time)**

- attend internal team meetings and aid in fostering open communication channels across the agency

- adopt safe work practices to prioritize the good health and safety of the work environment
- other duties as assigned

### **Qualifications:**

- This position is funded through Canada Summer Jobs; candidate must meet third party qualifications, including age eligibility requirements.

### **Skills:**

- Client service - Client Service refers to the ability to communicate efficiently and professionally with clients. At work, client service skills are required to interact with clients on behalf of the employer.
- Teamwork - Teamwork refers to the skills needed to interact with other people. At work, people work with others in pairs and in small and large groups to coordinate tasks, share resources, plan, make decisions, negotiate, solve conflicts and complete other activities that involve teamwork.
- Communication - Communication refers to the skills needed to exchange thoughts and information with other people. This exchange can happen orally by speaking, listening and using non-verbal cues, such as body language or in writing. At work, people use communication skills to talk to customers, discuss products with suppliers, explain work procedures to co-workers, participate in virtual sales meetings with clients, and other activities that involve verbal or written exchanges.
- Digital skills - Digital technology refers to the skills needed to understand and use digital systems, tools and applications, and to process digital information. At work, people use digital technology skills to input, access, analyze, organize, create and communicate information and ideas using computers, software, point-of-sale equipment, email, podcasts, web applications, smartphones and other digital devices.
- Leadership - Leadership refers to a number of skills, including communication, relationship building, and the ability to delegate and traits such as honesty. At work, leadership skills are required when working in a team, demonstrating initiative, and taking responsibility for the completion of tasks that require multiple employees.
- Problem-solving
- Resiliency

### **Working Conditions & Location:**

This position includes working at the HE Food Hub at 2249 Loop Rd, Wilberforce. This includes a loading bay, food storage & small office space. It is a smoke-free building that is partially accessible.

Some duties can be completed remotely from home.

**Physical Requirements:**

A moderate amount of lifting & bending is required. This position requires working directly with clients and with volunteers.

<b>Approved by:</b>	<b>Tina Jackson</b>
<b>Date Approved:</b>	<b>March 2021</b>
<b>Last reviewed on:</b>	<b>April 26, 2024</b>