



Mobile Food Share Driver/Client Navigator Job Description

Title: Mobile Food Share Driver/Client Navigator (20hrs/wk)
Reports to: Community Health Manager, Mountain Resource Center
Status: Part-Time/Non-Exempt

Mission: We engage our community with essential services that empower all people to thrive.

Vision: A community that is healthy, secure, and connected.

Scope: Mountain Resource Center stands as the only nonprofit agency within the Highway 285 corridor, dedicated to offering a comprehensive range of services tailored to low-income residents in need. This agency takes a multi-generation approach, addressing the needs of both individuals and families. Its core programs encompass Community Health, Preschool, and Case Management, all working in tandem to make a positive impact on the community.

Job Summary: The Mobile Food Share Driver/Client Navigator will be responsible for transporting food products, using Salesforce database to document services, updating client accounts, and conducting surveys regularly. The driver/navigator will also be responsible for leading volunteers while maintaining order and efficiency at each Mobile Food Share site. Maintains food security efforts with our food pantry and host site partners, increasing the community awareness on the issue of hunger. Committed to de-stigmatizing food pantry systems by presenting free food as a helpful way participants can reduce food waste in the community and support local farmers. Responsible for being a representative of the Mountain Resource Center's mission and facilitating Mobile Food Pantry distributions in a respectful, non-judgmental manner.

Essential Functions

- **Inventory Management:** Conduct scheduled and unscheduled food pickups at partner agencies and locations, and oversee daily/weekly inventory, following the First in, First Out food storage system.
- **Food Pickup:** Makes scheduled and unscheduled food pickups at various partner agencies and locations.
- **Truck and Equipment Maintenance:** Ensure the cleanliness and sanitation of the Mobile FoodShare truck, food distribution tables, coolers, and crates. Maintain a neat and organized truck. Complete all necessary paperwork, including logs and safety checks.
- **Database Management:** Ensure accurate client registrations, client account records, and program statistics in our Salesforce database for all distribution sites during service delivery.
- **Food Handling:** Responsible for selecting, loading, and delivering food products to scheduled sites, adhering to quality control standards and all food handling regulations. Follows Mobile work plans and Market work plans in conjunction with Food Share Assistant.
- **Food Distribution Policies:** Familiarize yourself with food distribution policies and procedures, and safely load, unload, and stack food from various vehicles.

- **Inventory Control:** Stock shelves and manage inventory using dollies, pallet jacks, and manual lifting. Coordinate with staff and volunteers to ensure efficient inventory management.
- **Client Referral:** When necessary, refer clients to a Case Manager to access additional services.
- **Professional Development:** Engage in ongoing professional development opportunities to enhance job performance.
- **Volunteer Coordination:** Collaborate with the Volunteer Coordinator to manage Mobile Food Share volunteers. This includes training, supervision, and ongoing support, as well as leading small volunteer groups in sorting, packing, restocking, and storing groceries.
- **Relationship Building:** Maintain positive working relationships with Food Share Assistant, volunteers, site hosts, and clients. Act as an outreach specialist and leader, making decisions in the best interest of the Mountain Resource Center.
- **Cultural Sensitivity:** Embrace diverse culinary traditions and maintain a positive and open attitude toward the various food cultures represented within our community.
- **Effective Communication:** Comfortably engage with the public, including individuals in crisis, using trauma-informed communication techniques.
- **Participant Interaction:** Interact with participants, handling tasks such as registration, addressing inquiries, making referrals, explaining services, and resolving concerns. Foster a welcoming environment, ensuring participants and volunteers are treated with dignity and respect.
- **Non-judgmental Service:** Provide services to clients in a fair, non-judgmental manner, with a strong commitment to maintaining client information confidentiality.
- **Additional Duties:** Perform any other duties, as assigned .

Knowledge, Skills, Abilities and Accountabilities

- Ability to lift 50 pounds up to four feet.
- Occasional Saturdays and evenings for events.
- Strong crisis management skills and the ability to set firm boundaries.
- Exceptional organization and attention to detail.
- Demonstrated commitment to completing assigned duties.
- Effective verbal and written communication skills.
- Willingness to accept feedback and adapt accordingly.
- Flexibility and ability to adapt to changing circumstances.
- Willingness to be flexible with work schedule.
- Participation as an MRC team player by attending staff meetings and other organizational events, and willingness to share knowledge to advance the knowledge and skills of others.
- Participate in ongoing professional development.
- Train and mentor Job Training Associates by providing guidance, constructive feedback, and ongoing coaching. Foster a collaborative learning environment by leading with a teacher mindset.
- Understanding and agreement to follow all policies, procedures & protocols of Mountain Resource Center.
- Conformance to a drug-free workplace, not be under the influence of alcohol and/or other illicit drugs of abuse.
- A professional, positive, and polite attitude and relationship with other MRC employees, volunteers, clients, and customers.

Credentials, Experience and Qualifications

- 2 years of related experience
- Valid Driver's license and proof of driving record

- At least 21 years of age
- Proof and maintenance of proper legal authorization to work in the United States
- Read, Understand, and Agree to the policies and procedures in the MRC Transportation Manual.

Compensation and Benefits

- \$18.50/per hour
- Generous PTO
- Paid Sick Leave
- Short-term and long-term disability
- Life insurance benefits
- 401k with match

Mountain Resource Center is an equal opportunity employer and prohibits unlawful discrimination on the basis of age 40 and over, race, sex, color, religion, national origin, ethnic origin, economic status, marital or familial status, disability, military status, genetic information, ancestry, creed, gender identity, and sexual orientation, or any other status protected by applicable federal, state or local law.

Mountain Resource Center vows to be anti-racist and foster an environment of mutual respect and acceptance. Mountain Resource Center's values and centers its work on,

***•Empowering change •Embracing differences •Understanding and challenging systemic inequities
•Achieving equitable outcomes for all communities •Supporting and encouraging personal and professional growth •Cultivating diversity •Valuing individual stories***