



More than a Food Bank!

Cambridge Self-Help Food Bank

54 Ainslie St. S., Cambridge, Ont., N1R 3K3

P: 519-622-6550 F: 519-622-9076

cambridgefoodbank.on.ca

JOB POSTING: Community Pantry Facilitator / Reception

Location: Cambridge Self-Help Food Bank

Hours of Work: 37.5 hours per week*

About the Role:

The Cambridge Self-Help Food Bank offers food and support to people and community groups in need within Cambridge and North Dumfries. We encourage self-reliance through programs and services. In addition to our food security programs, we provide a number of broader social supports. Through food security, social supports, and community development, we are #FeedingCommunity.

In addition to procuring food for our partner member programs, we serve an average of 1600 families a month directly through our two main food security programs.

The Community Pantry provides emergency food baskets to individuals and families up to eight times per year. We see an incredible diversity in the people who access this support, from singles to families, young people and older adults, people struggling paycheck to paycheck to those experiencing homelessness. Each person who walks in our door should be treated with welcome and hospitality, and receive support with kindness and without judgment. This is where you come in.

The Community Pantry Facilitator is the link between front reception and the Community Pantry. It's a broad role requiring patience, attention to detail, excellent people skills, and a high degree of kindness and intentionality. On a daily basis you will be solving problems, resolving challenges, and managing complex behaviours and situations. At times you'll be at a desk emailing, calling, updating files and databases, and at other times you'll be pulling a mop bucket, lifting boxes of food (there's a lot of lifting!), and cleaning up messes. It's all in a day's work ensuring access to healthy food in our community.



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About You:

While your main focus is serving our community, you also know how to stay organized, run a tight ship, and motivate and organize volunteers. You are fueled by doing good work, and so you don't avoid any aspects of the job. You know that good work is complex, and in this role helping people get excited about the protein content in quinoa is equally important to ensuring the Community Pantry, and the Food Bank in general, is clean, tidy, and safe (a role we all play!).

You've got attention to detail and you strive to make things better than when you found them. Perhaps you are perusing a high-end grocery store and wonder: why can't our local food bank look and feel this good? You'll make it your mission to weave together hospitality, great service, access to healthy and nutritious foods, and support with education and cooking/nutrition skills to make the experience for neighbours visiting the Food Bank the best it can be.

You know that when you serve the diversity of our community, you will need to be adaptable, patient, kind, and courageous. You're comfortable with complexity and see the beauty and appreciate the uniqueness and importance of each individual, even when they are being rude or causing a scene. Our role is not to judge, but to serve with compassion, and that's simply how you walk in this world.

Does the profile above sound like you, or mostly like you? Does the thought of serving our community and making an impact on food security get you excited? Then we want you to get in touch with us.

Required Skills and Qualifications

- A commitment to the values and mission of the Cambridge Self-Help Food Bank, with a desire to treat everyone with kindness, respect, and compassion
- Experience in an administrative or organizing role, preferably in a not-for-profit setting
- An educational or experiential background that will support you in this work, typically acquired through a diploma, degree, or other professional development in social work, social development studies, human services, or other related fields
- Exceptional communication, organization, and teamwork skills; experience working with complex populations and ability to remain calm and deescalate
- Strong computer skills including Microsoft Office tools (Outlook, Word, Excel); experience using and maintaining a database (especially Sumac) an asset



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- Ability to organize and prioritize work, set and meet deadlines, manage resources, and work independently
- Possess cultural awareness and sensitivity as well as sensitivity to issues related to living in poverty

Additional Details *

Hours: The CSHFB's regular office hours are Monday, Tuesday, Wednesday, Friday 9-4:30pm and Thursday 9-6:30pm. It is understood that all team members are often required to work irregular hours to ensure that the objectives of the organization are being met. This includes working evenings and weekends especially during peak times of the year. You will typically work full-time, daytime hours, however, as with all team members, occasional evening and weekend work may be necessary.

Salary: \$35,100 with annual increases; optional enrollment into group benefits package and up to 3% RRSP matching following successful completion of probationary period.

To apply for this position, please send your application in one file to Dianne McLeod, Program Manager (dmcleod@cambridgefoodbank.on.ca) by end of day on May 23rd, 2019. Please include a cover letter outlining how your values align with those of the Cambridge Self Help Food Bank and how you would incorporate these into your work. We thank all applicants for their interest in this position however we will only be contacting those selected for interviews.

Candidates from diverse backgrounds are encouraged to apply. Please let us know about any accommodations required in the application or interview process.