



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: Welcome Desk Host

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 and emotional 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 Welcome Desk is often the first point of contact for people when they visit the Food Bank. It's where they come for information, to register and access food security supports, or to connect with one of our other programs or our partners' programs. It is also where volunteers will come to sign in and sign out, and the place where donors will first come to drop off a donation. In short, it's the place where all of the action starts!

The Welcome Desk Host is often the face of the Food Bank for people visiting us. Your role is to welcome people warmly, make them feel safe and comfortable, and guide them to the supports they need. 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, be a listening ear for people who have personal challenges to share, and managing complex behaviours and situations. Typically you will be at the Welcome Desk greeting and helping guests. You may also be emailing, calling, updating files and databases, and at other times you'll be pulling a mop bucket, lifting boxes of food, and cleaning up messes. It isn't always glamorous, but if you get energized by meeting and serving the diversity of our community and being an integral part to the daily running of a fast-paced and complex environment, then this role is made for you!



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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 connect to the resources and supports that they need goes hand in hand with ensuring that the Welcome Desk, 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. Instead of providing a service, you put yourself at service to others. You know that people visiting the Food Bank may be overwhelmed, stressed, and juggling many challenges. Perhaps with all of that, that person comes across as rude or angry that day. You don't take it personal. Instead, you make it your goal to make sure that if that person has one positive, caring, and welcoming experience that day, that it happened at the Food Bank.

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. Our role is not to judge, but to serve with compassion, and that's simply how you walk in this world.

At any given moment, you may have a mother with three young and rambunctious children trying to register for a program, while a donor waits behind them with a heavy box of food, while a delivery person is looking for a signature for a package, while a volunteer is waiting to sign in. And the phone is ringing! Luckily you can multi-task and keep smiling through a little bit of chaos, you know when to call for help, and when you go home, you are able to reflect on the important role you played in someone's life that day.

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, customer service, or organizing role, preferably in a not-for-profit setting



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- 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, customer service, or other related fields (relevant experience and transferable skills will definitely be considered)
- 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
- 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: Your regular hours would be Monday and Tuesday 10-4:30pm, Wednesday and 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: \$35,626 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 Sunday, November 17th, 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.