



Greater Lansing Food Bank (GLFB) is seeking an individual to fill the role of outreach specialist- home delivery program as a member of our community resources & partnerships team within operations. This position is responsible for obtaining knowledge and collaborating to execute the goals of the home delivery program and providing general outreach support.

This is a full-time (40 hours weekly), non-exempt position located in Bath, MI. Work hours are generally during normal business hours, Monday through Friday, with occasional evenings and weekends for community events.

Position Details

Date: June 2024

Title: Outreach Specialist- Home Delivery Program

Classification: Full-time, nonexempt

Reports to: Outreach & Program Manager

Location: Bath, MI

ESSENTIAL FUNCTIONS

Home Delivery

- Serve as the point person for GLFB's home delivery initiatives, maintain current partnerships and expand the home delivery model throughout our 7-county service area.
- Provide consistent and timely responses to phone calls, email, and online home delivery application submissions, directing neighbors to other departments or resources when necessary.
- Manage approval/denial decisions of home delivery applications based on eligibility criteria; assist neighbors with the application process when requested.
- Maintain participant information within an assigned database, spreadsheets and corresponding files. Research and implement system improvements to allow for continued growth and efficiency within the home delivery program.
- Directly operate the home delivery that takes place out of GLFB. This currently occurs once per week for a period of 2 to 3 hours and requires brief periods of lifting and moving boxes up to 35 pounds, in addition to coordinating with couriers for delivery of those boxes.
- Identify and resolve real-time issues with deliveries, which could include (on a limited basis) in-person driving and delivery.
- Collectively work with other internal departments to complete required reporting at specified intervals.
- Responsible for strong communications with partner agencies that serve as "hubs" of food distribution, including conducting onsite visits when necessary.
- Attend and actively participate in program-specific trainings, webinars and routine meetings to stay informed about program developments.

Additional Department Outreach and Support

- Coordinate with the Outreach & Program Manager to represent GLFB at community resource fairs, county, regional and GLFB partner gatherings to promote hunger awareness and provide information on existing programs to address the needs of the food insecure.
- As needed, assist with other programs related to healthcare, child hunger, and feeding seniors.
- Maintain effective and appropriate communications with community partners and GLFB staff when needed.
- Other duties as assigned.

QUALIFICATIONS

- Two years of proven work experience in social services, nonprofit or related field or combination of education and experience.
- Strong time management, planning and organizational skills.
- Ability to interact effectively with individuals of diverse backgrounds, experiences and personalities.
- Demonstrated initiative, flexibility and a passion for working in a collaborative team environment.
- Excellent oral and written communication skills; must have attention to detail.
- High level of proficiency in Microsoft Office including Word, Excel, Outlook and Teams.
- Ability to work in partnership with other staff members and as a member of a team.

Compensation and Benefits:

GLFB offers a competitive compensation package, including paid medical/dental/vision insurance, 401k, vacation leave, sick leave, and paid holidays.

To apply

Please send cover letter, resume and salary requirements to Rebecca Kline, human resources manager, at rebecca@glfoodbank.org . For additional information, please visit www.glfoodbank.org. Position remains open until filled. EOE. No phone calls please.

About Greater Lansing Food Bank

Founded in 1981, Greater Lansing Food Bank is a highly visible non-profit organization that provides food assistance to individuals and families in need in Ingham, Eaton, Clinton, Shiawassee, Clare, Isabella and Gratiot counties. Food is distributed through an extensive network of food pantries, shelters, community kitchens and mobile distributions throughout the seven-county service area.

GLFB is committed to fostering, cultivating and preserving a culture of equity, diversity and inclusion. We embrace and encourage our employees' differences in age, color, disability, ethnicity, family status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status and other characteristics that make our employees unique.