



POSITION TITLE: Senior Services Coordinator (SSC)

DEPARTMENT: Partner Services

REPORTS TO: Programs Manager

CLASSIFICATION: Exempt, Full-time

EXPERIENCE: Beginning-Mid Career

POSITION SUMMARY

The primary objective of this position is to coordinate programs and services to the older adult population Feeding South Florida serves and looks to serve; which includes the implementation and execution of the Commodity Supplement Food Program (CFSP) in Miami-Dade County, as well as the expansion of senior food distribution programs throughout FSF's quad-county service area. The position involves outreach and grant coordination associated with senior programs. The Senior Services Coordinator advocates for the older adults throughout FSF's service area, serving as the liaison between community partners, FSF and the older adults. As part of the Community Relations Department, this position helps identify partnership opportunities for senior programs throughout the service area and our Partner Agency (PA) network.

ESSENTIAL FUNCTIONS

1. Implement the CFSP in Miami-Dade County including the enrollment of program participants and community outreach activities, while also maintaining a waiting list for the program.
2. Ensure CSFP compliance with Florida Department of Agriculture and USDA
3. Attend all senior-related trainings and meetings to acquire overall understanding of older adults challenges and needs
4. Assist the Operations and Distribution departments with the internal coordination of meal box production, ensuring boxes are properly packed and shipped in a timely manner to the appropriate locations.
5. Provide regular, timely, thorough, and accurate reports including spreadsheets, presentations, and narratives, as needed by external and internal parties. This includes preparing for all audits, grant requirements, and internal dashboard information.
6. Maintain all qualifying paperwork for clients and partner sites.
7. Serve as expert on local, state, federal, and other policies affecting older adults. This includes knowledge of current and proposed legislation impacting this at-risk population.
8. Conduct outreach initiatives to engage new partners, while coordinating with the Agency Relations Department to identify PAs interested in, and capable of serving older adults.
9. Provide excellent customer service and communication to partner sites and clients, including a timely response to phone calls and e-mails.
10. Serve as liaison between partner sites, government entities, and anyone involved with the implementation of CFSP and senior food distribution programs.
11. Conduct trainings of new sites, visit existing sites as necessary, and ensure partner compliance with all FSF and other policies and procedures.
12. Regularly survey older adults and sites to assess product and program satisfaction and efficacy. This includes the collection and analysis of survey results.

QUALIFICATIONS

- Bachelor's Degree
- Minimum two years' programs experience working with vulnerable populations (seniors)
- Ability to take initiative and see projects through from start to finish.
- Sensitivity to diverse populations with the ability to serve people in a compassionate, patient, friendly, and courteous manner, showing sincere interest in people's concerns.
- Strong communications skills, both written and verbal, with comfort and ability to speak publicly.
- Ability to ensure policies and guidelines are met in a timely manner.
- Ability to manage time efficiently and to work independently with minimum supervision.
- Ability to work cooperatively with other team members, volunteers, and site personnel.
- Ability to work under pressure in a fast-paced environment with multiple deadlines and responsibilities, while simultaneously maintaining composure and ensuring excellent customer service.
- Attention to detail, accuracy, and deadlines.
- Strong moral compass including the ability to exercise good judgment and discretion, including a demonstrated impartiality to certain organizations, agencies, groups, or individuals.
- Strong computer skills with proficiency in Microsoft Office.
- Strong grammar, spelling, and math skills.
- Positive attitude, flexibility, and good sense of humor
- Must have access to reliable transportation.

PREFERRED QUALIFICATIONS:

- Government contract management
- Research and data analysis experience
- Bi-lingual (English/Spanish or English/Creole).

PHYSICAL DEMANDS & WORKING CONDITIONS:

- Based on OSHA Standards Lifting requirements are 50lbs and when lifting loads heavier than 50lbs, use two or more people to lift the load.
- This position works in a typical office setting. There may be extended periods of sitting, standing and/or bending; listening, talking and/or visual concentration; writing and/or computer use.
- After business hours work is required occasionally throughout the year.
- Frequent travel between quad-county areas using personal vehicle is required.
- Occasional same day, out of town travel for meeting, conferences and special events using personal vehicle and/or public transportation is required.
- Occasional overnight, out of town travel for meetings and conferences using public transportation is required.
- Involves activities in both office and warehouse environments with exposure to the climate and South Florida weather.
- The noise level in the work environment is usually moderate to loud.

Qualified and interested applicants should submit their resume and salary requirements to careers@feedingsouthflorida.org. No phone calls please.