



Job Title: Program Associate
Reports To: Director of Community Engagement
Date: February 2023
Status: Full Time Non Exempt

Care for Real's mission is to foster a healthy and equitable community by helping vulnerable neighbors overcome food insecurity with dignity. Through locations in Edgewater and Rogers Park, CfR provides food, clothing, pet food, referral, and additional services with compassion to improve the health and well-being of low-income residents to foster a stronger, healthier, equitable, and more stable community. To learn more about who we are and how we serve please, see our website:

<https://www.careforreal.org>

Care for Real is an equal opportunity employer. Care for Real is committed to building a culturally diverse and pluralistic team representative of the communities which we serve. BIPOC/ALAANA* identified individuals, transgender and gender-nonconforming people, people from poor and working-class backgrounds, and individuals with disabilities are encouraged to apply.

*Black, Indigenous, and People of Color

*ALAANA: African, Latinx, Arab, Asian, Native American

Position overview:

The Program Associate assists with the Care for Real food pantry program client experience to insure it is dignified, trauma-informed, and client-centered. The Program Associate will also assist with the supervision, coordination, and recruitment of volunteers so their experience is meaningful and aligns with Care for Real values.

Essential duties and responsibilities include:

- Coordinate outdoor food distribution team and provide support to volunteers and clients in line with directions provided by the Warehouse Manager and Director of Community Engagement for each distribution
- Assist warehouse team in setting up distribution and assigning tasks for volunteers
- Respond to client requests and needs with a client-centered and trauma-informed approach and in partnership with Warehouse Manager and Director of Community Engagement utilize de-escalation techniques as needed



- Lead pre-distribution meeting for volunteers and staff and facilitate the post-distribution debrief in coordination with other staff members
- Maintain up-to-date volunteer schedules and provide the daily schedule to appropriate staff
- Respond promptly to all inquiries and questions from potential volunteers
- Assist in maintaining volunteer database and prepare reports as needed
- Review volunteer applications and onboard new volunteers
- Ensure essential volunteer roles are filled and substitute volunteers are identified as needed
- Attend or support volunteer recruitment events
- Build relationships with volunteers through in person, written, and verbal correspondence
- Assist in supervision of service-learning students and court-ordered volunteers
- Work with Director to communicate with Care for Real staff to identify projects, tasks, or on-going work that volunteers can perform; coordinate with the staff member for the assignment to assure that the volunteer is appropriately supervised and supported
- Follow food pantry policy and procedures in receiving and distributing healthy/safe food and other products (i.e., personal hygiene products, household cleaning products, diapers) and ensure volunteers do the same

Additional responsibilities include:

- Efficiently manage multiple work assignments and prioritize work in a fast-paced environment
- Ability to know when to ask questions or to clarify work processes and to anticipate hurdles and where to go for help
- Ability to problem solve and to document problems and resolutions
- Ability to take initiative and complete projects independently when appropriate, but also collaborate and contribute to team efforts
- Other duties as assigned

Job Requirements:

- Excellent communication skills and comfort in working in a changing environment with a diverse group of people
- Strong customer service skills
- Demonstrates professionalism at all times
- Punctual and dependable
- Excellent organization and team coordination abilities



- Able to work weekends and evenings as needed
- Ability to effectively manage a wide array of tasks, projects, and responsibilities
- 1-2 years relevant experience
- Ability to provide a trauma-informed approach in interactions with clients and volunteers
- Bachelor's degree preferred
- Valid Driver's License preferred
- Ability to converse in a second language highly regarded

Benefits and Compensation:

Care for Real is proud to offer a team-oriented and supportive workplace culture. Some of the benefits we offer full-time employees include:

- Health and dental insurance
- Vacation and sick time
- 10 paid holidays per year
- 401(k) retirement plan with employer match

The pay range for this position is \$17-\$19/hour, commensurate with experience and skillset.

Care for Real's Environment

Able to sit and stand for extended periods of time, bend, stoop and lift up to 50 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform these duties.

Care for Real is a smoke, drug and gun-free environment. We are proudly an Equal Opportunity Employer; employment decisions are made in a non-discriminatory manner, without regard to race, ethnicity, creed, religion, color, gender, sexual orientation, gender identity or expression, age, national origin, citizenship status, military service, marital status, orders of protection, handicap, disability or any other factor determined to be unlawful by federal, state, or local statutes.

TO APPLY:

Submit resume and cover letter to careers@careforreal.org

Please include Program Associate in the subject line of your e-mail. Incomplete applications will not be accepted. No phone calls please.