COMPANY OVERVIEW

Focused on uplifting our neighbors toward long-term sustainability, Feeding Tampa Bay nourishes human potential by providing access to food and then leveraging that access to connect those we serve with empowering resources. With a commitment to end hunger in our region by 2025, our work is driven by the desire to create health and capability in every family, child and senior we serve.

At Feeding Tampa Bay, we are on a united path to transform our community. We thoughtfully drive change while embracing and celebrating our collective impact, as well as the impact of each individual.

If you’d like to learn how you can make an impact as part of our dedicated team in the Programs Care Coordinator position, we want to hear from you!

SUMMARY

Connecting vulnerable individuals and families to wrap-around services meant to increase economic stability is now more important than ever. Feeding Tampa Bay is developing a streamlined approach to connect those we serve with more than food supports as these connections help to improve overall food security long term. The Programs Care Coordinator is responsible for providing direct case management support to identified individuals and families to assist in connecting them to additional resources and services. Referrals may include but are not limited to: additional food assistance, housing, transportation, health care coverage, mental health supports, child resources, financial assistance, medical/dental resources, senior services, etc.

JOB OVERVIEW

Email: hr@feedingamericatampabay.org
Phone: No phone calls accepted
Employee Type: Temporary until 12/31/20

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manage a caseload of homebound individuals and families receiving delivered meals by providing direct service and case management support for a 12-week period
- Complete intake applications to determine program eligibility
- Complete one-on-one needs assessments and develop personalized action plans based on identified needs
● Assist in connecting clients with partner organizations to facilitate a warm-hand off referral process
● Assist in building and maintaining relationships with key partner organizations in our service area
● Complete necessary follow-up to close the loop on resource referrals
● Assist client in completing Baseline and Post-participation surveys
● Maintain detailed case notes in FTB’s internal data collection system and report relevant data for program improvement
● Assist with providing Supplemental Nutrition Assistance Program (SNAP) online application assistance
● Assist other Feeding Tampa Bay staff on special projects
● Cross train in other areas of the Programs Department
● Demonstrate a pleasant, professional and helpful attitude at all times
● Commit to upholding policies, principles and best practices for food safety.
● Other duties as assigned

QUALIFICATIONS:
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

● Associates/Bachelor’s degree and/or 3+ years’ experience in social work, human services, counseling, public health, or case management
● Proven experience providing case management support services
● Demonstrated experience working in low-income, culturally diverse, community settings and a basic understanding of the challenges and barriers faced when individuals and families seek assistance
● Ability to work well with non-English speaking populations, in low-income areas, and with children and families, or seniors, etc.
● Ability to independently manage multiple projects, taking the initiative to improve the program and smoothly coordinate it while maintaining a very collaborative work style with the Programs Team
● Demonstrated ability to communicate clearly and concisely, both orally and in writing.
● Demonstrated experience and skills with public speaking, including giving group presentations and training workshops with diverse audiences.
● Proven ability to manage and document deliverables and data from a number of sources. Spreadsheet skills a must.
● Ability to work constructively with individuals (agency staff, the public, and volunteers) from a variety of socioeconomic backgrounds in culturally diverse work environments.
● Demonstrated skills with Microsoft Word Office Suite of applications.
● Demonstrated ability to be timely in terms of handing in deliverables and maintaining agreed upon work hours.
● Possession of a valid Florida Driver’s license