



# Food Bank RGV

## JOB DESCRIPTION

**JOB TITLE:** Social Services Coordinator  
**DEPARTMENT:** 25 Programs  
**CLASSIFICATION:** Non Exempt  
**POSITION/HOURS:** Full Time \*Some Weekends

**DATE:** July 2023  
**WRITTEN BY:** Cynthia Alcocer-Garcia  
**REVIEWED BY:** CEO

### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Senior Manager of Health and Social Services

**POSITIONS SUPERVISED:** N/A

### JOB SUMMARY

The responsibility of the Social Services Coordinator is to educate, inform, refer, and assist clients in the SNAP application process, along with any other assistance available through HHSC.

### ESSENTIAL FUNCTIONS AND BASIC DUTIES

- Target potential eligible individuals and groups at community sites to be educated about SNAP program
- Distribute existing SNAP materials and potential applicants through existing network of member agencies
- Distribute new English and Spanish flyers, posters, and/or other informational materials containing basic program information that has been pre-approved by Feeding Texas
- Provide community education table at the distribution sites of member agencies during the normal food pantry operating schedule
- Assist with completion of the application and explain what kinds of documents are required
- Assist Manager of Marketing and Communications in conducting media campaigns to target population and to increase the exposed information to more than one household
- Assist Manager of Marketing and Communications in implementation and of media campaigns that help eliminate other barriers for participation in the SNAP program
- Contact churches and other congregations to discuss and implement effective ways of disseminating SNAP materials
- Develop and implement an effective tracking system to assess and evaluate outreach efforts with regards to targeted population
- Keep the Senior Manager of Health and Social Services informed of the day-to-day operations of the program
- Works with the Manager of Marketing and Communications to publicize the FBRGV programs through various media outlets
- Contributes to team effort by accomplish related results as needed
- Maintains professional and technical knowledge by attending educational workshops
- Contributes to team effort by accomplishing related results as needed
- Evaluates existing procedures and recommends improvements to the Senior Manager of Health and Social Services
- Manages administrative tasks in a timely and organized manner
- Performs other duties as assigned by the Senior Manager of Health and Social Services

## QUALIFICATIONS

- Honesty, integrity, and commitment to fighting hunger in the Rio Grande Valley
- Must have clear understanding of and ability to articulate the mission of the FBRGV
- High school diploma or equivalent
- Personal experience in community service and an understanding of the role of volunteerism
- Ability to politely be firm and decisive. Good judgement and discretions
- Ability to work cooperatively with other staff, volunteers, and agency personnel
- Ability to multitask under a variety of conditions
- Ability to lift 40lbs on a regular basis
- Ability to manage time efficiently and to work independently with minimum supervision
- Orientation to detail and accuracy
- Proficient in English and Spanish
- Possession of current Texas Class C driver's license and access to personal vehicle. Must have clean driving record for at least three years prior to employment
- Availability to work evenings, nights, and/or weekends

**EDUCATION/CERTIFICATION:** High School Diploma, Associate's Degree, Bachelor's Degree (preferred)

**SKILLS/ABILITIES:**

- Strong customer service skills and willingness to assist others
- Able to communicate information clearly
- Attentive to detail
- Able to coordinate well with other departments and personnel
- Ability to operate motorized vehicle

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## ADDITIONAL REQUIREMENTS OF THIS POSITION

**REPETITIVE MOTIONS:** Movements frequently and regularly required using the wrists, hands, and fingers.

**PHYSICAL STRENGTH:** Heavy work; exerts up to 40 lbs. of force occasionally, and/or up to 15 lbs. frequently and 5 lbs. constantly.

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## INTENT AND FUNCTION OF JOB DESCRIPTIONS

*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

*In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.*

*Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

*Employee Signature (Employee has received a copy of Job Description):* \_\_\_\_\_

*Employee Name (Print):* \_\_\_\_\_

*Date:* \_\_\_\_\_