

General Overview

North Valley Food Bank is a non-profit organization that distributes food to individuals and families experiencing food insecurity throughout Flathead County and northwest Montana. We currently facilitate a variety of services including a choice-model grocery store at our Whitefish location, several mobile pantries in neighboring rural communities, a Rural Pantry Delivery program, a variety of local food acquisition and culinary education initiatives.

The Community Wellness Coordinator will play a key role in the implementation of initiatives that benefit the health and well-being of our customers.

Professional Competencies

- Excellent written and oral communications skills
- Community minded with strong relationship or “people” skills
- Ability to cultivate and maintain positive rapport with peers, customers, volunteers, and community partners
- Ability to work with a diverse group of individuals in a compassionate manner
- Treat all peers, customers, volunteers, and community partners with respect and dignity
- Model and uphold all safety protocols and food safety standards
- Creative and strategic thinking
- Excellent teamwork and relationship building skills

Qualifications

- Bachelor’s Degree or equivalent work experience.
- At least 3 years experience working directly with clients in a support capacity.
- Knowledge and familiarity with food assistance programs, social services and community resources.
- An interest in food security, culinary arts, community education, and working in a commercial kitchen.
- Must be able to lift 20-40 pounds repeatedly and up to 50 pounds occasionally, conduct physical work for long periods of time, and work in a fast-paced and dynamic work environment.
- Must have a valid driver’s license and maintain a safe driving record.
- Must have or be willing to obtain a ServeSafe certification.

Core Responsibilities: 50% Culinary Program Support, 50% Customer Support Services

- Support the development and implementation of all culinary programs including kids and family programming, community partnerships, shared use of the commercial kitchen, and other culinary initiatives.
- Work directly with the Culinary Arts Manager to cultivate and maintain strategies that increase customer knowledge of nutrition and culinary skills, including in-store resources.
- Support Culinary Arts Manager in the cultivation and supervision of a robust volunteer team that supports culinary programs.
- Help customers identify nutrition goals and work towards food and nutrition security through meal planning, budgeting, and healthy eating tips.
- Actively seek information pertaining to community needs for all North Valley Food Bank service areas, and work with staff to identify and eliminate gaps in resources that align with our mission.
- Lead development and implementation of trauma-sensitive approaches to NVFB’s programs and food assistance services.
- Support efforts to establish advocacy-focused initiatives, and serve as customer representative during decision making when customers aren’t present (i.e. staff meetings).
- Develop and roll out initiatives that increase access to local, state, and federal resources and benefits that could support the needs of community members experiencing food insecurity.
- Maintain weekly open appointments for customers to seek resources and coaching, specifically including SNAP, WIC, Medicaid, and other public benefit applications
- Provide linkages to community supports in target areas of: Employment, Education, Housing, Transportation,



Community Wellness Coordinator

Base rate: \$21.50 per hour

Schedule: Full time, 40 hours per week

Physical Health, Mental Health, and Child Care.

- Maintain a thorough catalog of local resources and develop systems for communicating this information to staff and customer-facing volunteers.
- Support conflict resolution processes and interventions with customers.
- Support the oversight of direct services including supervising the grocery store.
- Aid volunteer Resource Assistants during store hours, and fulfill the RA role when volunteers aren't available.
- Supervise interns (i.e. MSW Interns, AmeriCorps participants) involved in customer support programs.
- Uphold NVFB's mission, vision, culture of dignity, and nutrition policy.
- Perform other duties or special projects as directed.

Responsibilities During Emergency Response or Significant Increased Demand

In times of emergency response or significant increased demand, which is determined by the Executive Director, this position will shift priorities to focus on the following areas:

50% Oversight of direct services including supervising all open grocery store hours

50% Divided between client support services and culinary program support as outlined above, but with prioritization for essential activities

Essential activities will be determined through a collaborative prioritization effort with the Executive Director, Culinary Arts Manager, Director of Operations, and Community Wellness Coordinator.

Times of Emergency Response or Significant Increased Demand can take place for up to a year, but will be evaluated every 3 months.

Please note this job description is not designed to contain a comprehensive list of activities, duties, or responsibilities that are required of the position. Duties, responsibilities, and activities may change at any time with or without notice.