



Position: Program Assistant

Exempt/Non-Exempt: Non-Exempt

Hours/Week: 40

Pay Rate: \$18.25/hour

Reports To: Program Manager

About Valley Outreach:

Everybody needs help sometimes. Valley Outreach offers people a wide range of support – whether they need food, clothing or help navigating resources during challenging times. Our programs include a food shelf, clothing program and client support services. Our volunteers, donors and partners are critical to the success of the mission of Valley Outreach. When we work together, we can help our neighbors find a place of stability.

Position Summary:

Join our team and support the work of the Program Staff across client intake, the food shelf, the warehouse and StyleXchange, shifting to where most needed on a daily basis. Bring your energy and initiative as our organization continues to serve increasing numbers of people. Our team works hard, serving with compassion and dignity. We also value fun, fromage (look it up) and cool socks. You have: a desire to collaborate in critical, basic needs programs. We have: a terrific team, waiting to plug your skills into the services here.

Essential Duties & Responsibilities:

- Food Shelf
 - o During service hours, provide program coverage and support at the direction of the Program Manager.
 - o Support and work alongside volunteers in the food shelf and warehouse – sorting food, receiving inventory, stocking food.
 - o Under direction of the Program Manager and in collaboration with the Food Program Coordinator, administer home deliveries and drive-up ordering.
 - o Support other food program areas as needed.
 - o Under direction of the Program Manager, support process development and implementation.
- StyleXchange
 - o Provide program coverage and support for the StyleXchange Manager, as needed during service hours.
 - o Support and work alongside volunteers in the store and sorting areas.
 - o Support clothing donation management including receiving, organizing, and sorting clothing.
 - o Working in StyleXchange storefront: checking clients in and out, hanging and merchandising inventory and keeping the store tidy.
 - o Under the direction of the StyleXchange Manager, support process development and implementation.
- Client Intake/Lobby Flow
 - o Provide coverage and support for Intake Manager as needed during service hours.
 - o Support and work alongside volunteers in client lobby – answering client questions and assisting with client check-in.
 - o Support client lobby flow - assisting clients with walk-in services, appointments, and drive-up ordering.
 - o Under the direction of the Intake Manager, support process development and implementation.
- Staff meetings, Program meetings, Team meetings, staff trainings and other duties as assigned.

Expectations and Work Experience:

- Ability to work in a fast-paced environment, shifting gears quickly and easily.
- Mission focused.
- Understanding and comfortability working with diverse groups of people.
- Ability to work closely and communicate effectively as part of a team.
- High level of personal and professional integrity, including ability to protect and maintain confidentiality.
- Ability to work a flexible schedule that will include some evening hours.

Physical Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance.
- Physical ability to load and unload boxes and bags on a daily basis, lifting up to 50 pounds regularly and remain standing for long periods of time.

To apply for this position:

- Forward your resume and cover letter to jobs@valleyoutreachmn.org place Program Assistant in the subject line.
- The process will include:
 - o Review of information from all interested parties. Be sure to give us your phone number and email so we are able to contact you.
 - o A phone conversation will be set up with candidates.
 - o Several candidates will be invited to an in person conversation regarding the position.
 - o If needed, a second in person conversation will be scheduled.