



Overview

Responsible for connecting consumers with appropriate resources based on individual circumstances. Assist consumers with agency resources and make referrals where necessary. Includes case management with consumer to ensure follow-through. Attend local agency meetings and encourage the use of widespread referral systems. This is a full-time, salaried position with an excellent benefit package.

Responsibilities

- Oversee implementation of and reporting on FOTP material assistance programs, including water and miscellaneous funds.
- Maintain a familiar presence at FOTP service locations and conduct outreach to those living in public housing.
- Continuous knowledge of and access to partner agency services to provide wraparound, individualized care for consumers.
- Full case-management for all those receiving material assistance from FOTP, including: intake, needs assessment, service planning, monitoring, and evaluation.
- Regular presence at pantry locations to inform consumers of other available resources.
- Represent FOTP on any poverty-related coalitions, commissions, and meetings to advocate for the needs of our consumers.
- Conduct periodic surveys with consumers to determine changes in need or requests for services that respect cultural diversities and traditions.
- Work with President & CEO to seek new funding sources for additional assistance programs as needed by consumers.
- Attend and assist with all part-time or seasonal programming to extend agency outreach.
- Preserve consumer confidentiality and ensure consumer data is secure at all times.
- Maintain positive work atmosphere by behaving and communicating in a manner that fosters and maintains positive relationships with coworkers, volunteers, and clients.
- Understand and foster agency values in all professional interactions whenever representing FOTP.
- Perform all other duties as assigned.

Qualifications

Must be proactive, organized, and compassionate. Excellent computer, interpersonal, oral, and written communication skills required. Ability to work independently and/or in a team setting on an alternating basis.

Degree in social work or related field preferred. At least 2 years' experience in direct service required. Ability to communicate in Spanish preferred.

This position requires extended periods of standing or sitting, frequent lifting of up to 25 pounds, a valid Pennsylvania driver's license with clean driving record, and clear criminal record, child abuse history, and FBI fingerprint records.

To apply, please send a cover letter and resume to Meghan Loftus at loftusm@fotp-ihm.org.