

## **POSITION TITLE: Individual Development Specialist**

### **I. JOB SUMMARY**

The objective of *Together We Grow* is to empower targeted individuals to begin to change their lives from food insecure to food secure by setting and achieving personal and professional goals to improve household and employment stability. The *Individual Development Specialist* will support the case management services for individuals who participate in Together We Grow by identifying and addressing barriers to household stability and providing personal development trainings.

The Individual Development Specialist will contribute to the Brazos Valley Food Bank's work of building a hunger-free Brazos Valley through minimizing barriers creatively, analyzing client needs, and collaborating to benefit clients.

### **II. ESSENTIAL FUNCTIONS**

#### **Key Result Area #1 – Direct Client Services (30% of time)**

- Provide one-on-one case management services – proactively meet with clients to assess barriers to household stability and develop mutually agreed-upon action-steps to address these barriers using Together We Grow's case management processes
- Follow-up with and regularly coach clients during the post-training phase to identify and address any ongoing barriers to accomplishing goals that support household stability and long-term food security
- With the Professional Development Specialist, conduct follow-up phone calls from referral forms received through the Brazos Valley Food Bank's website, direct referrals from social service providers, or through individuals interested in the program applying for Together We Grow
- With the Professional Development Specialist, schedule and conduct intake interviews for individuals interested in participating in Together We Grow
- Maintain clear communication with program clients around Together We Grow expectations, policies, parameters of services provided by the program, including utilizing best practices when holding individual clients accountable
- Maintain client confidentiality and ensure proper information releases are maintained and current on active clients
- Work closely with other community-based organizations to ensure individual and familial needs are addressed, met, and maintained through referral and advocacy services and providing warm transfers to clients who may need supportive services that fall outside of the scope of TWG's services

#### **Key Result Area #2 – Relationship Building (10% of time)**

- Attend Community Resource Coordination Group and other community-based meetings to promote Together We Grow and learn of available resources that can support clients' goals of household stability as assigned by the Program Manager
- Attend food distribution sites and engage in other community outreach events to promote Together We Grow to individual clients and social service providers as required to

achieve client recruitment and enrollment targets and as assigned by the Program Manager

- Notes potential connections and opportunities in existing and new relationships that will promote Together We Grow outreach efforts in collaboration with the Program Manager
- Maintain and build relationships with social service providers to increase inter-agency collaboration to benefit clients in collaboration with the Program Manager

### **Key Result Area #3 – Training and Development (25% of time)**

- Work closely with other community-based organizations and subject matter experts to provide and coordinate in-house trainings and services for clients as needed
- Conduct and coordinate trainings with the Professional Development Specialist using the 5-week Together We Grow training curriculum
- With the Professional Development Specialist and Program Manager, identify/create/facilitate training content that promotes household stability
- Attend professional development trainings as directed by the Program Manager
- Proactively research best practices in client-facing case management services and discuss learnings with the Program Manager

### **Key Result Area #4 – Evaluation and Analysis (10% of time)**

- Administer program evaluations and assessments and track collected data used to ensure program objectives are met
- Complete monthly data tracking reports by the first Friday of the following month
- Complete all paper and electronic documentation of services provided in a timely manner
- Complete weekly staff-activity reports
- Monitor and report on measurable objectives specific to the Individual Development Specialist's role during bi-weekly meetings with the Program Manager

### **Key Result Area #5 – Written Communication and Document Development (10% of time)**

- Maintain all client records – store files properly to ensure client confidentiality and track client goal progress and referral outcomes using designated software
- Ensure client records are free from error and interactions are documented professionally, thoroughly, and objectively
- Provide written information and data for grant proposals, potential funders, and social media when requested by the Program Manager

### **Key Result Area #6 – Teamwork (15% of time)**

- Maintain positive relations with Community Garden and Together We Grow volunteers, interns, and community resource and referral organizations
- Attend quarterly staff meetings as scheduled by the Executive Director
- Attend monthly Programs Department Engagement activities as scheduled by the Programs Director
- Attend Together We Grow team meetings as scheduled by the Program Manager
- Participate in the staffing of individual client cases through collaboration with the Professional Development Specialist

## **Other**

- Uphold and model the Brazos Valley Food Bank's mission and values
- Discuss all urgent client-related concerns with Program Manager
- Perform additional duties as assigned

## **III. MINIMUM QUALIFICATIONS**

### **A. Education, Experience, and Training**

- Bachelor's degree for a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA), with major course work in Social Sciences, Sociology, Psychology, or a related field and/or relevant work experience in training, social work, case management, casework, or related field
- One-year training experience or two years of direct service experience working with adults

### **B. Knowledge and Skills**

- Bilingual in Spanish, preferred
- Excellent written, oral, leadership, and interpersonal skills. In particular, the ability to understand and organize detailed information and to write about or talk extemporaneously on that information
- Proficiency in Outlook, Word, PowerPoint, and Excel
- Knowledge of hunger and poverty issues
- Knowledge of community resources and ability to stay informed of services to use them effectively for clients
- Ability to work cooperatively under pressure with a diverse range of people and demonstrated ability to communicate tactfully with all members of society
- Ability to set priorities, identify goals, and plan effectively
- Good understanding of group dynamics, comfort and skill in a coaching environment, and ability to handle supervision professionally
- Ability to work in stressful situations and under program timelines
- Ability to be flexible with working hours to meet the needs of clients (includes evenings and weekends)
- Ability to work effectively with other Food Bank staff and volunteers
- Ability to be certified in First Aid and Food Handling
- Must be able to pass criminal background check
- Current driver's license and ability to use personal vehicle for BVFB business (mileage reimbursement for work travel)

## **IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMODATION**

- Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry up to 50 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.

- Conditions may include working inside, working outside, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, telephone, and automobile.

**TO APPLY:**

Interested candidates should send a cover letter and resume (or professional vitae) to:

Alaina Jalufka, Together We Grow Program Manager

alainaj@bvfb.org

***Please, no calls or walk-in inquiries about your application. If we are interested in interviewing you, we will contact you.***

**BVFB is an Equal Opportunity Employer (EOE).**

*About the Brazos Valley Food Bank*

The Brazos Valley Food Bank, a local nonprofit organization in Bryan, is a central distribution site that unites food donors, volunteers, and hunger-relief agencies. As the hub of over 36 different agencies that feed the hungry throughout Brazos, Burleson, Grimes, Madison, Robertson, and Washington counties, the Brazos Valley Food Bank is on target to distribute over 6 million pounds of food by this year to over 50,000 different individuals in need. In addition to supplying food to partner agencies, the Food Bank oversees Children's Backpack, Senior Bags, Family Box, Project GotEM, Nutrition Education, Social Service Outreach programs, Together We Grow as well as oversees Mobile Food and School-Based Food Pantries to reach those in need.