

## Gaithersburg Cares Assistant

**Reports to:** Hub Coordinator

**Employment status:** Full-time, temporary, exempt

## Position Overview

The Hub Assistant will be an employee of Seneca Creek whose full time focus is to assist the Hub Coordinator in the operations of the Gaithersburg Cares Hub.

## Key Responsibilities

- Works collaboratively with the Hub Coordinator assisting with Hub operations and logistics to include:
  - Receive and Make Referrals
  - Receive incoming calls in English and Spanish
  - Coordinate Mobile Deliveries and No-Contact Pick-Ups
  - Responds to emergency requests by delivering food to residents in need.
- Supports completion of Data Collection and reporting
- Supports Hub Coordinator with Hub communications, email and phone, promoting events and scheduling, creation and printing of flyers, photos, videos, social media posts in English and Spanish
- Engages in outreach activities to involve the Latino community in Gaithersburg and connect with those unable to access services
- Establishes relationships with Hispanic organizations, groups serving the Latino community and other immigrant groups and LEP residents
- Acts as the point of contact and liaison with the Spanish speaking community in the area;
- Understands, and seeks to learn more about barriers to access in the Latino community in Gaithersburg and makes recommendations for changes in services to better serve that population.
- Ensures all Food Distributions have adequate supplies, resources and volunteers.
- Assists with driving and delivering food to neighborhoods, carrying boxes, receiving, sorting, packing of produce and shelf stable foods as well as diapers and other necessities.
- Coordinates volunteers for Hub operations and logistics
- Ensures adequate supply of volunteer materials and resources for the Hub and On-Site at Grab and Go Distributions
- Manage the On-Line Volunteer Platform for the Hub
- Manage and Track Volunteer Hours
- Manage Volunteer Communications
- Coordinate and provide volunteer orientation and training
- Prepare and submit volunteer reports
- Participate in meetings and trainings, as assigned.
- Provides other administrative duties as assigned

## Qualifications

- Organized with the ability to manage multiple projects simultaneously
- Proficient computer skills including Microsoft Office
- Spanish fluency is required
- Reliable vehicle is required
- Strong interpersonal skills, ability to interact effectively and compassionately with different community groups and personalities
- Able to take direction and work independently, should be detail oriented.
- Physical ability to perform lifting, standing for long periods, and significant amounts of walking.