



Beacon of Hope HOP Assistant

Job Description, Updated 4.30.24

Overview: “Healthy Opportunities Pilot” Program (HOP)

Beacon of Hope is an HSO (Health Service Organization) within the “Healthy Opportunities Pilot” Program which is a program through Medicaid. Our HOP Headquarters is located at 7229 US Hwy 25/70, 2.1 miles from our main facility, which houses our thrift store, food pantry and laundromat. We offer a client choice option where you can “shop” for your groceries with a points based system for items such as meats, dairy, dry goods, frozen foods, and fresh produce. Currently, 59 families are enrolled in our HOP Program, with an average of 2-3 new families being added to our roster each week.

As this program continues to grow rapidly, we are in conversations with community members about setting up an outpost in Hot Springs, bringing most welcomed food assistance to the most rural area of Madison County.

HOP also offers other resources to eligible clients such as home repairs, home goods, car repairs, transportation reimbursements, utility assistance, rental deposits, moving assistance, classes for parenting and healthy relationships, violence prevention services, and MORE! If a person possesses a plastic Medicaid card, Beacon can initiate the referral process, though program eligibility is determined outside of our organization, during a screening process with a Care Manager.

Mission:

Beacon of Hope Services is a 501 (c) (3) non-profit organization whose mission is to connect and empower our community through food. Beacon of Hope has been working to reduce food insecurity for low-income families in Madison and surrounding counties for the past 27 years, as of June 2024. We currently provide food assistance to roughly 1,000 low-income families each month, distributing approximately 37,000 pounds of food within our community each month.

Our organization provides:

- food assistance through various food pantry programs
- emergency assistance with clothing, household items, personal hygiene products, and other daily essentials, as available
- a low-cost thrift store, open to the community
- referrals to community partners for assistance with other relief services

Qualifications:

Beacon of Hope (BoH) is seeking an individual, 21 years of age or older, who works hard, is organized, can think on their feet and enjoys working in a community-centered setting. The ideal candidate is someone who seeks to be actively involved in making a difference in their local community, is personable and able to maintain the long-time relationships Beacon of Hope has worked to establish with community members, including customers, clients, donors, volunteers and staff. Though work experience in a food pantry type environment would be helpful, it is not required.

We have a friendly atmosphere, where people work hard and enjoy their work. We have worked hard to create high standards for customer service and a safe space for all members of our community, along with high standards for the appearance and welcoming atmosphere of our HOP Headquarters.

Duties & Responsibilities:

- Must be able to operate a motor vehicle, possess a valid NC Driver's License, have a clean driving record and pass a background check. Experience driving a 14' box truck, or similar, is a plus.

-Help with all participant-based daily operations of Beacon's HOP program:

- shopping for items at local grocers (if coverage is needed)
- helping to unload/offload box truck
- assisting families with shopping for their HOP groceries (ex. helping accurately calculate points spent/remaining)
- pack/assemble fruit and vegetables packages, as needed
- stock shopping area, as needed
- restock "backstock"/storage shelves, coolers, freezers, etc, as needed
- breaking down boxes/taking out the trash
- communicating with HOP families (before, during and after their shopping appointments)
- filing
- creating shopping lists
- community outreach and engagement
- ensuring all foods are rotated using the FIFO ("first in, first out" system)

-Help to train, supervise and communicate with HOP Volunteers.

-Experience working with Canva, InstaCart, Word, Google Docs, Google Sheets, Google Workspace (including Gmail) platforms is a plus.

We, at Beacon of Hope, work both independently and as a team. Beacon's growth and prosperity, and thus the amount of good we can do for our Community, depends on all of us working together.

As such, all Beacon staff, regardless of job description, are expected to assist with fundraisers and are encouraged to participate in PR events.

Position Relationships:

- A. **Reports to:** HOP Program Coordinator
- B. **Direct Reports:** HOP Program Volunteers
- C. **Interrelationships:** Works closely with HOP Program Coordinator, other HOP staff members and Executive Director. Works with other Beacon staff members and volunteers, though not on a daily basis. Will have direct contact with outside Community as HOP families on a daily basis and with Community agencies (ex. DSS, October Rd, Madison County Schools, etc). May also connect with various businesses, educational facilities and Community members/organizations via Public Relations meetings/functions.

Skill Level

Mental Requirements: The ideal candidate is a hardworking, resourceful, honest, reliable, and a team-focused leader. Motivated, self-starter able to handle a variety of responsibilities and situations, expected to follow through on projects and initiatives. Working to maintain warmth, compassion, and understanding when interacting with 'neighbors', many of whom are living in crisis, struggling to have their basic needs met. Have a strong understanding of and interest in the mission and success of the HOP program and the inspiration/creativity to help the program continue to grow and thrive.

Physical Requirements: Requires walking and standing for long periods of time during shift. Being able to bend, stoop and lift a minimum of 40 lbs. Lifting and carrying/transporting of boxed/bagged food items is required on a daily basis.

Relationship Requirements: Requires the ability to work with numerous people and personality styles, including staff, customers, volunteers, and the general public. Being able to work independently, yet willing to be a team player.

Responsibility Levels - Confidentiality Responsibility: Access to confidential information including, but not limited to, personal information, legal information, corporate information, etc.

Relationship with Others: Foster teamwork among co-workers. Readily assist others, participate in group problem solving and support group decisions. Actively facilitate collaborative efforts, encourage others' points of view and build trust with co-workers. Handle correspondences in a timely manner.

Responsibility for Safety: Continuous caution is required to ensure safety of self and others.

Hours/Schedule: To start, Part-time, ~25 hrs/wk, Mon - Thur; potential to develop into a F/T position.

Salary: To start, \$15.30/hour, to be paid twice monthly via direct deposit.

Benefits include: 5 PTO days per year; two weeks paid vacation per year (accrued based on hours worked)

Supervisor: HOP Program Coordinator

Start Date: As soon as position is filled

To apply:

Please email application and resume to Ashley@BohMarshall.org