

**United Community Outreach Ministry (UCOM)  
Emergency Service Center (ESC) Manager  
Job Description**

**Position Overview:** To manage the day-to-day operations of the ESC and, as time and priorities allow, maintain a client case load.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Responsibilities

- Lead daily volunteers at ESC in daily food pantry operations Monday – Thursday, 9:30 a.m. – 12:30 p.m.
- Aid Exec Director in developing program assessment tools for office volunteers to determine client eligibility for services.
- Provide case management for eligible clients. Case management includes an intake, case plan, and helping clients reach goals set; often working in conjunction with other agencies or organizations.
- Be proactive in addressing safety concerns with clients, volunteers, or community partners.
- Provide a positive intake and check-in experience for all clients visiting the food pantry.
- Perform duties of the front desk by answering phone and greeting clients when needed.
- Network with other agencies in Jacksonville to avoid duplication of services.
- Honor standing Agency agreements within our network of referral for services providers.
- Assist donors with unloading items delivered for the food pantry. Assist with stocking food pantry shelves and bagging food for clients as needed.
- Ensure office and packing areas are kept clean, neat, and in compliance with Food Handling Safety guidelines.
- Be able to lift up to 35 lbs

Compliance

- Assist the Executive Director with compliance of regulatory, statutory, contractual, grant, and standards for timeliness, completeness.
- Comply with UCOM general policies, regulations and procedures while maintaining UCOM's cultural values.
- Maintain working knowledge of state and federal laws, rules, and regulations as they relate to food handling, OSHA, and confidentiality expectations; both HIPAA and common.

Professional and Ethical Behavior

- Respect client confidentiality while maintaining proper professional boundaries and stellar ethics.
- Remain sensitive to the faith organizations and their relationship with us, and clients referred by them, to best meet expectations of our services.
- Be a collaborative and positive community member with all current and future partners, donors, and investors in UCOM's vision and mission.
- Be a positive leader for our volunteer workforce.
- When answering phone or speaking to a walk-in, workers and volunteers use active listening techniques, so clients feel heard and understood.

Training and Meetings

- Attend UCOM staff, volunteer and board meetings upon request.
- Participate in food handling safety training
- Lead volunteer training sessions in UCOM's culture and positive service expectations

Additional Duties

- Plan and coordinate food pick-up from Feeding Northeast Florida's shared floor.
- May be required to use personal vehicle to transport, food, donations or for other tasks as approved by the Exec Director.

- Maintain communication with the Exec Director, keeping them informed of problem areas such as the need for additional resources or food.
- Perform other duties as assigned.

### **QUALIFICATIONS**

- Proficient with Microsoft Office suite.
- Satisfactory completion of a criminal background and reference checks.
- Satisfactory completion of a Florida driver's license and insurance check.
- Strong written, oral, and interpersonal communication skills; fact gathering methods and interviewing techniques gives preference.
- Working knowledge of Jacksonville's social services and nonprofit resources gives preference.

### **PREFERRED SKILLS**

- Exhibit sensitivity to the service population's cultural and socioeconomic characteristics.
- Customer service that treats others with respect, courtesy, tact, and friendliness, while actively attempting to be helpful toward others, staff, volunteers, and clients.

### **EDUCATION AND EXPERIENCE**

- 5 years' experience working in social services with direct client contact

### **Time Required to do the Job:**

- 15-18 hours per week

### **Salary and Benefits:**

- Between \$15,000 and \$20,000 annual salary.
- A ninety (90) day probationary period will be required before the position becomes permanent.
- At the end of the ninety (90) day probationary period, the permanent position includes five days of leave time annually for the first year and ten days annually after that.
- National Holidays off.
- Time off between Christmas Eve and New Year's Day (1 ½ weeks).

---

### **CONTACT**

E-mail your resume and cover letter to [saramitchell@ucomjax.org](mailto:saramitchell@ucomjax.org)