Metro Caring works with our community to meet people’s immediate need for nutritious food while building a movement to address the root causes of hunger. Using a multifaceted approach, Metro Caring couples direct services with community organizing and advocacy. The organization is poised for growth as we seek to innovate, share power with our stakeholders, and develop an equity-based policy agenda. We are an impact-oriented organization, looking to test and scale up smart solutions while providing direct services to effect change.

The Community Development Assistant is a dynamic capacity-building position situated in the Community Development Team and working across nearly all Metro Caring teams. The Community Development Assistant is initially tasked with duties that begin with a Morning Volunteer Gathering, where our volunteers gather at the beginning of the shift to become informed on happenings and pertinent information at Metro Caring. After Gathering, the Community Development Assistant will transition to high levels of connection with volunteers, shoppers and the Metro Caring community throughout the afternoon. Over the next several months, the position will gradually shift to have a greater focus on the collective efforts of the Community Development Team alongside Metro Caring Teams that share project alignment and synergy. Specifically, the Community Development Assistant will model high quality customer service, help launch and coordinate Metro Caring’s Connection Team through a Train the Trainer model, help manage Metro Caring’s resources, and strengthen the ID Voucher and Tax Credit Programs.

While training an onboarding will be provided, we are interested in applicants who have some of the following skills, abilities, and experience:

- Extremely warm and welcoming personality; adaptable and energized by engaging with a wide variety of people with diverse backgrounds and skill sets ensuring they feel welcome
- Bilingual Spanish/English fluency REQUIRED
- Prior experience with Microsoft Office Suite, database management with strong computer skills
- 1-2 years of direct volunteer coordination experience preferred
- Excellent interpersonal skills and ability to engage effectively with community members, volunteers, partners, staff members and donors in person, on the telephone or via electronic communication
- Ability to manage relationships and difficult conversations with a diverse and equitable lens
- Strong time management skills, knowing how to effectively prioritize workload including planning and organizing
- Outstanding communication and presentations skills that inspire volunteers during community engagement opportunities, small group conversations, presentations and trainings
- Powerful written and verbal communication skills
- Independently driven with strategic problem-solving skills, highly motivated with a strong work ethic and a creative self-starter with impeccable attention to detail
- Flexible and balanced during many different tasks, with frequent interruptions in a busy environment
- Must have understanding of systemic inequities and a commitment to continue personal learning and growth around issues of race and class equity

Note: Research suggests that women and BIPOC individuals may self-select out of opportunities if they don’t meet 100% of the job requirements. We encourage anyone who believes they have the skills and the drive necessary to succeed here to apply for this role.

To apply, please submit a resume and cover letter to job@metrocaring.org with “Metro Caring Community Development Assistant” in the subject line, and title your documents “First Name_Last Name_CDA_Cover Letter” and “First Name_Last Name_CDA_Resume”. Please use your cover letter to communicate why you are excited to work to
help build an anti-hunger movement in Colorado, share any experience you have related to community focused programs, direct services, volunteer management, and database navigation. Highlight any of the above skills, abilities and experience that you have from the list above. This position will be filled on an ongoing basis. Applications will be accepted until positions are filled; however, priority will be given to those applicants who submit their materials before 5:00PM MT on Friday, July 14.

Incomplete submission will not be considered.

POSITION TITLE: Community Development Assistant
REPORTING TO: Manager of Community Development
LOCATION: The Metro Caring office is located at 1100 E 18th Ave, Denver, CO 80218.
STARTING DATE: TBD. We are committed to find the right addition to our amazing team.
COMPENSATION: $22.60-$24.04 per hour, full time, nonexempt. Metro Caring offers a fulfilling workplace and comprehensive benefits package, including joining a diverse, passionate, enthusiastic and collaborative team; 120 hours per year of paid time off; paid sick leave; paid holidays; 401K retirement plan with a 5 percent employer-paid match; and competitive employee health, dental, short-term disability and family leave plans.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Connect with the Metro Caring Community
• Welcome community members with dignity and respect in alignment with Metro Caring’s core values during their visit and invite their engagement using an Asset-Based Community Development approach
• Communicate with and support front-end volunteers and interns at Metro Caring through coaching on policies, procedures, and customer service best practices
• Identify gaps, un-met needs, and opportunities for more meaningful community engagement; particularly with attention to feedback across social and cultural backgrounds
• Conduct Learning Conversations with shoppers of the Fresh Food Market and those seeking ID Vouchers
• Provide supervision, staff support, and de-escalation skills by staffing the Welcome Desk during business hours
• Use Salesforce generated reports to follow up with community members regarding their Fresh Food Market experience or participation in other Metro Caring programs and activities.

ID Voucher & Resource Assistance
• Train volunteers and Community Connection Team to use Salesforce to process requests and distribute ID and birth certificate vouchers
• Collaborate with the Community Development Team to create efficiencies in the creation, processing and distribution of vouchers
• Work with community partners, volunteers, and Community Connection Team to update and maintain a current resource list, ex. DMV on the GO

Community Wealth Building
• Support wealth building activities as part of a larger strategy to cultivate increased economic participation, democratic ownership, and community member control
• Support coordination of access to and use of Metro Caring resources in support of community enterprises including the use of a commercially licensed kitchen
• Assist in the implementation of the Tax Credit Outreach effort and other related team programs

Administrative Duties
• Participate in team and organizational meetings, activities and events as required
• Provide oversight of participant data management system and additional training as needed
• Use expertise and knowledge of organizational programs and community resources to enhance the experience of community members engaging in Metro Caring activities daily
• Document interactions-Community Connections, observations, and resources shared with community members and follow up with community members through Salesforce.

Culture of Engagement
• Participate in applicable team meetings and monthly all-staff meetings/retreats
• Complete a quarterly shift in another program or department
• Join volunteer gatherings (brief, twice daily meetings for shift volunteers) at least 3x weekly
• Build relationships with volunteers, donors, and participants
• Arrange coverage for tasks when absent from work
• Stay up-to-date on Metro Caring policies, procedures and culture by reading and responding to emails in a timely manner and being active on Microsoft Teams

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. There may be other duties needed to drive our mission, meet our strategic goals and abide by our organizational values.

Metro Caring is an equal opportunity employer. The organization is dedicated to the goal of building a diverse staff and we encourage applications from qualified individuals of all backgrounds. Black, Indigenous, and people of color (BIPOC), veterans, women, first generation Americans, and those that identify as LGBTQ+ are strongly encouraged to apply.

Note: Only those who have been selected for an interview will be contacted following submission of application materials.