Stability Network Case Manager

JOB DESCRIPTION

ABOUT GIVING KITCHEN

Giving Kitchen, a non-profit headquartered in Atlanta, Ga., serves those who serve us every day: **We help food service workers.** Since inception, GK has served over 10,300 food service workers and awarded over $6.73 million in financial assistance. Our Stability Network connects food service workers in crisis to resources that they may have not been aware of: from mental health to housing and utilities to employment to low or no-cost health and wellness resources and more.

Giving Kitchen is quickly growing as a regional organization with multi-regional and national expansion on the horizon. As a respected organization in our community and industry, our impact has been recognized locally and nationally, including as a Georgia Restaurant Association Industry Partner of the Year, The Center for Civic Innovation's Civic Impact Award and the prestigious James Beard Foundation's Humanitarian of the Year. GK has also earned a Gold GuideStar rating and a 100 of 100 seal from Charity Navigator. Giving Kitchen is led by Georgia 500 member and one of the 100 Most Influential Georgians (Bryan Schroeder - Georgia Trend Magazine) and a member of the Atlanta 500 and 60 most influential voices (Jen Hidinger-Kendrick – Atlanta Magazine).

Be part of something that is bigger than all of us and is just getting started. More at givingkitchen.org or @givingkitchen.

**Job Title:** Stability Network Case Manager  
**Reports To:** Senior Stability Network Manager  
**FTE:** Full Time  
**FLSA:** Exempt

**Salary Range:** $45,000 – $50,000

**Position Purpose:** The Stability Network Case Manager’s role is to connect and refer Giving Kitchen clients to community resources to provide stability during a time of crisis. This role will support the growth of curated resources for food service workers in Giving Kitchen’s existing resource library and Unite Us platform, with a goal of providing resource coverage across the nation.

**Key Responsibilities:**

**Case Management (85%)**

- Manage cases for all Stability Network clients, including clients of all languages as needed, based on volume. Interpretation services are provided by GK.
- Support intake process and asks for help, including maintenance of contact records in our CRM (Salesforce) and track incoming requests.
The Giving Kitchen Initiative is a 501c3 nonprofit organization.

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- Connect clients with Stability Network resources, record referrals through reporting documents, maintain current tracking processes, and work with GK Senior Stability Network Manager to develop sharable and relevant programs data.
- Assist with testimonials, case recommendations, data and Stability Network information for social media, monthly newsletters and any other public-facing needs while using discretion to protect confidentiality of clients.
- Facilitate referrals with clients between financial assistance and Stability Network programs with efficiency and support, ensuring as smooth a transition as possible in either direction.

**Program Support + Community Outreach (15%)**

- Explore, research, validate and collect opportunities to develop community resources for the purposes of adding to existing Stability Network, managing cross-referral systems, and filling needs of food service workers in all GK regions of support.
- Locate, research, and engage with community resources that offer services in expansion communities, including diverse communities and/or have opportunities for support provided in other languages.
- Assist with auditing and monitoring of resource library.

**Additional Duties**

- Assist with planning and logistics of events if needed.
- Attend post-pandemic events as needed to facilitate on-site set-up, execution, and breakdown.
- Assist with educational outreach events as needed.
- Attend departmental and full-team meetings.
- Participate and add to agendas for one-on-one meetings as delegated by Senior Stability Network Manager.
- Contribute to development and execution of GK’s strategic plan.

**Qualifications and Key Skills:**

- Experienced in Microsoft Office Suite, especially Outlook and Excel
- Comfortable with technological office functions such as scanning, printing, faxing, and electronic storage.
- Case management experience preferred.
- Bonus for experience in Salesforce, UniteUs, and/or FluidReview/SurveyMonkey Apply
- Bonus for additional languages spoken.

**Personal Characteristics:**

- Works well in a collaborative environment
- Is well-connected to community resources
- Treats potential clients, donors, board, volunteers, and staff with respect
- Is a confident public speaker
- Has a humble attitude
- Has a passion for the food service industry
• Is a team player
• Understands and exemplifies the GK voice
• Is flexible in work style and calm under deadline
• Is organized and able to rally others to a common goal
• Uses solution-based problem solving

**Benefits**

• Competitive salary
• Employer paid health insurance (after 90 day waiting period)
• 401K Retirement Planning with Employer Match offered (after 90 day waiting period)
• Paid Time Off
• Sick Leave
• Personal days
• Major U.S. Holidays off
• Two floating Holidays
• Parental Leave
• Up to 10 days per month work from home when health protocols allow in-office working
• Transportation reimbursement for travel greater than 25 miles
• Budgeted funding for professional growth opportunities
• Be part of a fast-growing, community-minded, well-respected team

This is a full-time, 40-+/ hour per week, salaried position that requires some flexibility for night and weekend work. This position requires full vaccination against COVID-19, except to the extent such requirement is prohibited by applicable law.

**Forward resume and cover letter to Carol McIntosh, our Client Services and Finance Administrative Assistant, at finance@thegivingkitchen.org.** Use this opportunity to show more of your personality, tell us how you are connected to Giving Kitchen or the food service community, or highlight additional professional and personal experiences. Due to high response rate for this position, only those possessing the desired personal characteristics and skills will be considered for in-person interviews.

*Writing samples or other portfolio work may be requested.*

**At Giving Kitchen, we believe that a diverse, equitable and inclusive workplace makes us a more relevant, more competitive, and more resilient company and strengthens organizational decision making. We encourage people from all backgrounds, ages, abilities, and experiences to apply. We do not discriminate on the basis of race, color, ancestry, religion, national origin, sexual orientation, age, citizenship, marital or family status, disability, gender, gender identity or expression, pregnancy or caregiver status, veteran status, or any other legally protected status.**