

Second Harvest Food Bank of Central Florida Job Description

Title: Culinary Training Case Manager

Unit: Community Kitchen

Reports to: Life Skills Education Manager

Labor Grade: NE-5

Date of Last Revision: 12/22/14

Job Group Category: Non-exempt

Direct Reports: NA

Position Summary:

The Culinary Training Case Manager supports the cultivation and coordination of all Community Kitchen (CK) partner relationships so that each student's experience is maximized from assessment to training to employment. The CT Case Manager assists with administrative duties for Second Harvest's Community Kitchen, and acts as a primary support to the Life Skills Education Manager.

The position is responsible for developing, facilitating, and partnering with community resources and services to address the needs of the Second Harvest Culinary Training students. Through the use of advocacy, brokering and linking, the CT Case Manager will work with students in need of supportive services to enable them to successfully matriculate through the program, graduate and achieve job placement or advanced education. Additionally, the CT Case Manager will assist the Life Skills Education Manager with classroom activities and other assignments related to the direct support and stability of the students.

Principal Duties & Responsibilities:

- Assess and document each student's social/emotional history; education and work history; family/individual basic needs including medical and mental health.
- Meet with each student regularly throughout their training program to ensure they are receiving adequate support in overcoming barriers to successfully completing the training.
- Assist students in accessing appropriate resources to ensure stability during the training program and beyond, as needed.
- Stabilize any crisis situation a student may be experiencing.
- Secure community partners to provide basic needs through referral of students assist Life Skills Education Manager with life skills sessions.
- Function as a liaison to external agencies.
- Use independent, professional judgment to provide case management services to students.
- Maintain well-organized records of interactions with students.

Job Specifications:

- Bachelor's degree in psychology, social work, sociology or related field from an accredited institution.
- Commitment to understanding and supporting SHFB's mission; shows compassion and an appreciation for hunger and poverty issues.
- Ability to maintain and respect confidentiality.
- Ability to self-direct the work.
- Effective stress coping skills
- Should be patient with client and circumstances.
- Must respect cultural, social and racial differences.
- Excellent organizational skills.
- Demonstrated ability to clearly, concisely, and effectively communicate orally and in writing.
- Excellent interpersonal and relationship skills.
- Ability to work well collaboratively and independently.
- Proficient in Excel and Word; ability to quickly learn and master in-house computer software programs.

- Bi-lingual is a plus.

Competencies:

- **Coaching Ability**
Encourages people to set improvement targets, and helps individuals reach them
Finds ways to guide people in a language and way that they will understand
Makes themselves freely available for counseling or coaching support when needed
- **Diversity Focus**
Believes that harnessing the power of cultural diversity is a major priority
Respects what all people have to say at all times
Takes the time to change any misconceptions about people who are different
- **Empathizing Ability**
Uses a variety of careful questioning approaches to help understand other people
Looks seriously at the feelings and emotions behind words
Works hard to understand where people are coming from
- **Listening**
Gives people complete attention when they are talking
Lets people share their views and opinions before offering their own
Listens to understand, rather than to reply
- **Perception/Judgment**
Asks or looks for the criteria to make a reasonable judgment or decision
Thinks about whether conclusions follow logically from prior debate
Creates context or a frame of reference before making a judgment
- **Persistence/Perseverance**
Does not lose “heart” along the way, even when things get difficult
Has the courage of their convictions
Is assertive
- **Problem Solving Ability**
Helps people understand the facts and data before finding a solution
Routinely demonstrates and uses a range of problem-solving methods and tools
Asks probing and incisive questions to help individuals discover cause
- **Stress Management**
Does a lot of their best work under pressure
Can easily focus on two or more critical things at the same time
Is a calm head in a storm

Work Environment:

Normal office environment and some local travel.

Disclaimer:

The statements included in this Job Description are intended to describe the general nature and level of the work being performed by the person assigned this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required.