

## JOB POSTING

### Member Relations Coordinator (Contract - 12 months)

Daily Bread Food Bank provides support to a network of over 130 member agencies running food programs in Toronto. In order to support these member agencies Daily Bread provides food, funding and knowledge sharing. Daily Bread also publishes the influential *Who's Hungry* report - an annual survey measuring trends in food insecurity and poverty in Toronto.

<b>Job Title</b>	Member Relations Coordinator
<b>Department</b>	Programs and Services
<b>Reporting to</b>	Manager, Member Services
<b>Location:</b>	191 New Toronto Street, Toronto, ON, M8V 2E7
<b>Salary:</b>	\$63,000 - \$68,500 per annum
<b>Terms:</b>	35 hours a week / 12 months Contract, Full-Time, Hybrid
<b>Schedule:</b>	Monday to Friday with occasional events that you can accrue lieu time for

#### Other considerations for you:

- 100% employer-paid health and dental benefits.
- Free daily lunches when on-site at 191 New Toronto St office.
- 15 days of paid vacation per year.
- Paid sick leave and personal days.
- A hybrid work environment.
- Recognized as one of Greater Toronto's Top Employers (2024).
- Awarded Canada's Most Admired Corporate Cultures by Waterstone Human Capital (2023).
- Recognized as a 5-star rated charity by Charity Intelligence Canada (2023).
- Creative, kind, fun, and passionate team culture.
- Active social committee.
- Free on-site parking.

#### POSITION OVERVIEW

The Member Relations Coordinator works with the Member Services team and is responsible for visiting each program within Daily Bread's network to build relationships with our members' staff and volunteers. They will identify any areas of growth potential or programmatic concerns and they will collaborate with the Member Services team to provide appropriate support to members as needed. Additionally, the Member Relations Coordinator will work to identify innovative or wise practices which can be shared within the Daily Bread Food Bank network.

#### RESPONSIBILITIES

- Build rapport and trust with members through regular ongoing visits.

- Monitor and evaluate each program for alignment with required standards as outlined in the Membership Agreement and coordinate with Member Services team to resolve any issues.
- Provide business intelligence gained from visits regarding clientele, communities and challenges facing members to the Manager, Member Services and Director, Program Strategy.
- Identify innovative practices at member agencies that can be shared across the network.
- Track and record information about each visit using Client Relations Management software.

### **INTERNAL/EXTERNAL RELATIONSHIPS**

The Member Relations Coordinator interacts internally with staff daily, and externally with Daily Bread members and their staff and volunteers.

### **EDUCATION/EXPERIENCE (or equivalent)**

- Education in social work, community development or related community services work or equivalent experience.
- 3+ years' experience in a food security or social service program, with an understanding of and the ability to analyze food security and justice issues.
- Fluency in more than one language is an asset.
- A driver's licence and access to a vehicle is required.

### **KEY COMPETENCIES**

- A passion for the mission of Daily Bread and a knowledge of current issues that affect those living in poverty.
- Experience working for and with people living on a low-income and from diverse cultural groups.
- Experience in working with complex interpersonal dynamics of groups including equity seeking communities.
- Committed to providing a high standard of customer service, by developing an atmosphere of respect and dignity in all aspects of the work.
- Excellent interpersonal skills and the ability to work independently.
- Excellent verbal and written communication skills.
- Strong crisis intervention and conflict management skills. Ability to remain calm under pressure and able to respond quickly and effectively to challenging situations.
- Organized and detail-oriented, while able to multi-task and prioritize to meet targets and timelines.

### **WORKING CONDITIONS**

Working within the social sector can result in exposure to challenging situations often involving trauma, stress and individual crises. The Member Relations Coordinator will work out of the office, from home and will travel across Toronto to member agencies daily. Evening and weekend work is required and will be scheduled in advance.

## HOW TO APPLY

To be considered, applicants must submit a cover letter and resume by **Friday, August 9<sup>th</sup>, 11:59 p.m.** to [careers@dailybread.ca](mailto:careers@dailybread.ca) with the headline "Training and Education Coordinator". Interviews for the position will be conducted on a rolling basis.

*Daily Bread Food Bank is an equal opportunity employer and encourages applications from members of designated groups and those with lived experience of poverty or food insecurity. Persons with disabilities who need accommodation in the application process, or those needing job postings in another format, please e-mail a request to Human Resources.*

Daily Bread Food Bank thanks all individuals who apply for this position and will only contact candidates who are selected for an interview.