



**Do you:**

- Support building an anti-hunger movement in Colorado?
- Like working as part of a team and developing leadership in others?
- Approach your work using an asset-based community development lens?
- Want to be a part of a diverse, dedicated, smart, and passionate team?
- Thrive in a mission-driven environment where the work you do really matters?

Metro Caring works with our community to meet people’s immediate need for nutritious food while building a movement to sustainably address the root causes of hunger. The Metro Caring Community Connection Team is a public facing team of ambassadors that view the Metro Caring Community as a welcoming place. Members of the Community Connection Team use an Asset-Based approach to establish positive relationships with community members and maintain a person-centered environment from the time a person enters the building until the community member has identified helpful resources.

Community Connectors will work with community members to: engage positively with volunteers, staff and community members; practice active listening to identify necessary resources and connect community members to resources; and participate in regular trainings to build capacity to deepen connections with community members. Connection Team Members must be adaptable and thrive in an environment where change is constant as we co-create an anti-hunger movement alongside community members.

**POSITION TITLE:** Part-Time Bilingual Community Connection Team Member

**REPORTING TO:** Manager of Community Development

**LOCATION:** The Metro Caring office is located at 1100 E. 18th Ave. Denver, CO 80218. Onboarding and training will take place at the office. This position will be expected to work from our office daily unless public health and safety guidelines dictate otherwise.

**STARTING DATES:** April 24, 2024. However, we are committed to finding the right addition to our amazing team and will take the opportunity to ensure that the selected candidate is a good fit for our organization.

OR  
This position will be filled in an ongoing basis. Applications will be accepted until positions are filled. However, priority will be given to applicants who submit their materials before 5:00 PM MT on April 24, 2024. Incomplete applications will not be considered.

**COMPENSATION:** \$22.60/h - 24.04/hour part time hourly rate.

Metro Caring offers a fulfilling workplace and a part-time team member benefits package including: joining a diverse, passionate, enthusiastic and collaborative team; \_\_\_ hours per year of paid time off; paid sick leave; paid holidays; and NICE, a unique benefits package exclusively curated for part-time Metro Caring team members.

Metro Caring supports flexible work schedules, and an organizational culture that centers our mission, the pursuit of equity, continuous improvement, and community leadership in all we do. The Metro Caring Community Connection Team Member duties include:

**Commented [NL1]:** This all feels good, but I wonder if it would be helpful to give a short explanation that the Fresh Foods Market is a No-Cost market following a grocery store model

**Commented [TM2]:** @Lisa Cordova - which of these descriptions is most appropriate?

**Commented [TM3]:** @Lisa Cordova @Donna Munip please add/edit the compensation portion

**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
- Lead front-end operations for shoppers in the Fresh Food and train volunteers for Welcome Center and Front-End duties;
- Conduct Learning Conversations with shoppers of the Fresh Food Market and those seeking ID Vouchers;
- Use Salesforce for check in tasks and to generate reports for follow up with community members regarding their Fresh Food Market experience or participation in other Metro Caring programs and activities;
- Lead with patience, empathy, and look for opportunities to dig deeper while working to connect community members to resources.

**ID VOUCHER & RESOURCE ASSISTANCE**

- Use Salesforce to process requests and distribute ID and birth certificate vouchers;
- Work with community partners, volunteers, and Community Connection Team and across Metro Caring teams to update and maintain a current resource list;
- Document interactions, observations, and resources shared with community members and follow up with community members through Salesforce.

**CULTURE OF ENGAGEMENT**

- Participate in and facilitate team trainings, meetings, activities and events accordingly;
- Support Metro Caring's root cause work including language and economic justice efforts through resource sharing and customer service best practices;
- Participate in Gathering at least once/week to stay connected to volunteers and keep the Metro Caring community updated about organizational and Community Development Team activities and events.

**REQUIRED SKILLS AND QUALIFICATIONS**

- 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
- 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
- 1-2 years of volunteer experience at Metro Caring or community-based organization, preferred
- Strong time management skills, knowing how to effectively prioritize workload including planning and organizing
- Flexible and balanced while conducting a variety of tasks, with frequent interruptions in a busy environment

- Commitment to continue personal learning and growth around issues of race and class to pursue equity
- Bilingual Spanish/English (other languages represented in Denver's diverse community) required
- Prior experience and high proficiency with Microsoft Office Suite and database management

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](mailto:job@metrocaring.org) with "Part-Time Bilingual Community Connector" in the subject line, and title your documents "First Name\_Last Name, Part-time Bilingual, Resume" and "First Name, Last Name, Part-time, Bilingual, Cover Letter."** Please use your cover letter to communicate why you are excited to work to help build an anti-hunger movement in Colorado, highlight any fundraising experience and success, and highlight any of the above skills, abilities, and experience you have.

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 5:00 PM MT on April 29, 2024. Incomplete applications will not be considered. Please note this job description is not designed to cover or contain a comprehensive listing of 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.

Applicants must have reliable transportation. Relocation costs are not covered by Metro Caring. 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.