



Position Title: Healthy Opportunities Pilot Distribution Support

Schedule: 16 or 24 hours/week

Reports to: Healthy Opportunities Pilot Lead

Compensation: \$22.80 per hour

Organization Overview:

Bounty & Soul is an innovative, grass-roots, community-based organization working to advance food and health equity by giving everyone an opportunity to eat well, live healthily, and thrive. We provide consistent access to nourishing food, health & wellbeing education, and a supportive community. We are an energetic, passionate, and committed team with more than 550 volunteers that we rely on for the successful implementation of our work.

Equal Opportunity Employment:

Bounty & Soul is an equal opportunity employer. We are committed to providing equal employment opportunities to all employees and applicants for employment and do not discriminate based on race, color, religion, sex (including pregnancy, sexual orientation, and gender identity), national origin, age, disability, genetic information, veteran status, or any other characteristic protected under federal, state, or local laws. This commitment applies to all aspects of employment, including recruitment, hiring, promotion, transfer, compensation, benefits, training, termination, and other terms and conditions of employment. Bounty & Soul also provides reasonable accommodations to qualified individuals with disabilities and sincerely held religious beliefs, in accordance with applicable laws.

Job Description Summary:

The Healthy Opportunities Pilot (HOP) is the nation's first comprehensive program to test evidence-based, non-medical interventions designed to improve the health of Medicaid beneficiaries. Through HOP, eligible people can receive free services to support needs related to food, housing, transportation, interpersonal safety and toxic stress. Bounty & Soul is one of more than 60 organizations providing HOP services in Western North Carolina. We provide eligible Medicaid members with a weekly

delivery of groceries through a HOP service called Healthy Food Box. Through this program, we provide home delivery of fresh fruits, vegetables, grains, proteins, healthy snacks, and spices that meet the medical needs and life circumstances of each household.

The HOP Distribution Support will be a key member of the team that purchases food, packs individual grocery bags, and delivers groceries directly to clients. This role requires significant attention to detail, shifting between many types of tasks each day, and significant verbal and written communication with staff, volunteers, and clientele. This is a very hands-on role requiring significant physical activity and time on the road.

Duties and Responsibilities:

Vehicle operation and deliveries

- Drive a cargo van for pickups and deliveries daily with professionalism
- Operate route-making software while on delivery routes, including taking pictures to document groceries left on doorsteps
- Work with the HOP team to identify more efficient delivery routes
- Maintain cleanliness and maintenance of delivery vehicles and keep accurate and up-to-date maintenance records as requested

Food handling

- Pack client groceries - this includes very significant attention to detail to ensure that clients receive the right food in the right quantities
- Work with teammates to pick up thousands of pounds of food each week from a local distributor and grocery stores
- Check the quality of fruits and vegetables while picking up orders and clearly and politely communicating quality issues to the seller
- Unload cases, crates, and bins of food into cold and dry storage
- Work closely with volunteers to breakdown cases, crates, and bins of food into individual units
- Maintain inventory counts and contribute to weekly food purchasing decisions
- Maintain overall cleanliness and organization of food storage and work areas - including sweeping, mopping, wiping down food contact surfaces, breaking down cardboard boxes, minimizing clutter, and frequent reorganization of food storage spaces to accommodate weekly fluctuations in the quantity of food on hand
- Follow and support strict food safety standards and procedures

Communication and positive interactions

- Work closely with volunteers who accompany staff to deliver groceries
- Communicate with clients via text message, phone, and in-person as needed, including the use of Google Translate for communications in various languages
- Have brief, positive interactions with dozens of clients each week while delivering groceries
- Report details of client interactions to other members of the HOP team to facilitate clear communications and required documentation
- Maintain client confidentiality and healthy boundaries at all times
- Engage in proper record keeping as directed

Minimum Requirements:

- Strong attention to detail
- Strong organizational skills
- Strong time management skills
- Ability to work quickly and independently when needed
- Able to make decisions quickly and work collaboratively
- Ability to read spreadsheets and follow detailed written instructions
- Strong interpersonal and communication skills with ability and desire to work with a diverse group of volunteers, interns, staff, and clientele
- Ability to lift up to 50 pounds many times each day
- Ability climb in and out of a van and walk up and down stairs carrying groceries many times every day
- Ability to bend, twist, squat, and reach while moving cases and bags of food
- Flexibility with job duties and ability to contribute to the needs of the organization as they may arise
- Willingness and ability to drive and be outside in heat, cold, wind, and rain
- Up to date and clean driver's license
- Comfort driving a vehicle in tight spaces such as narrow driveways

Bonus Qualifications:

- Servsafe certified
- Experience driving vans
- Ability to speak two or more languages
- 2+ years working with fresh produce in a farm, grocery, or food service setting
- 2+ years of inventory control
- Experience working in settings that require client, customer or patient confidentiality

- Familiar with Google Suite and Microsoft Office Products such as Google Sheets and Excel

To apply for this position, please send your resume and cover letter to Sarah Bostick at sarah@bountyandsoul.org