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mustardseed.ca

Since 1975, The Mustard Seed Street Church (MSSC) has been fighting hunger while restoring Faith for families and individuals living in poverty, as well as the working poor, throughout the Capital Regional District. We are a Christian community offering a continuum of care that operates the Hospitality Centre for relationship building and advocacy, the Food Security Distribution Centre, Vancouver Island's largest, the Family Centre that supports and empowers families and our addiction recovery program at Hope Farm Healing Centre in Duncan serving all who come to us without discrimination. We also offer church services for those seeking a place to belong and grow spiritually. Through these core programs we assist over 5,000 people each month with the help of more than 50 daily volunteers and many generous financial supporters.

Guest Services Coordinator: 2 months and may become permanent

This position is filling in for a staff on leave yet may become permanent. The Guest Services Coordinator is a key position on the Food Security Team, responsible for the Guest Services Area coordinating the team who do intake, needs assessment and triage of people accessing programs at The Mustard Seed Street Church. Possessing a high standard of integrity and confidentiality, the coordinator is responsible for the organization, management, safety and cleanliness of the Guest Services environment, and associated team. The coordinator will contribute to the planning and implementation of The Mustard Seed Street Church's new shopping model.

Duties & Responsibilities

- Guest Services organization and management
- Mustard Seed program administrative requirements
- Guest intake, needs assessments and triage to social service programming, welcoming all persons to come for support
- Guest data collection, entry and client database management
- Guest program scheduling, bookings and referrals
- Guest and agency relations and communication
- Food Distribution and program triage
- Be a Christian ambassador for The Mustard Seed Street Church in guest services and provide Christian leadership to staff and volunteers
- Provide Supervision and Evaluation of Guest Services volunteers, practicum students, interns and support staff
- Health and Safety – safe work practices and cleanliness
- Effective communication with guests, staff, donors, vendors, partner agencies, practicum students, interns, volunteers and general public

- Effective communication within the Mustard Seed Street Church staff team, often working closely on some initiatives such as practicum students, Christmas Hampers etc.
- Identify and discuss volunteer needs, opportunities, roles and concerns with the Volunteer Team.
- Program planning, implementation and support
- Coordination and oversight of Food Security initiatives: Neighborhood Hamper Delivery, Fair start, Christmas Hampers
- Attending and participating in all relevant staff/team meetings and training opportunities
- Event support as required
- Participate in employee and program evaluation process
- **Other duties as required**

Qualifications

- Post-secondary education in Social Work, Social and Human Services, Social and Community Services or related field
- 3-5 years experience in social services and/or non-profit field
- Required – Acceptable Criminal Record Check with Vulnerable Sector Clearance
- Required – Computer Skills: working knowledge of Microsoft office; competency in data collection, entry and project management software
- Required – Driver’s license and abstract
- Non-Violent Conflict Resolution training or willingness to obtain
- ASSIST training or willingness to obtain
- Food Safe or willingness to obtain
- Assets: Standard First Aid and CPR-C

Key Competencies

- Excellent leadership skills and group dynamics;
- Excellent interpersonal skills; Team Player and able to work independently
- Excellent problem-solving and conflict resolution skills
- Excellent organizational skills; Ability to prioritize effectively and adapt in our changing environment
- Excellent verbal and written communication skills
- Ability to meet tight deadlines and work under pressure; strong work ethic
- Ability to take positive initiative and provide recommendations
- Compassionate and kind demeanor; Creative, thoughtful, adaptive and flexible
- Leads by Christian example and supports others in their faith journey as appropriate
- Quick learner; willingness to learn; Ability to receive constructive feedback
- Excellent administrative and computer skills
- Ability to meet tight deadlines and work under pressure and prioritize effectively

Terms of Employment

- This position is with The Mustard Seed Street Church and requires a person who has made a Christian commitment.
- Must be in agreement with and sign the staff code of conduct
- This position reports to: Food Security Manager
- Direct Reports: Guest Services Assistant, Practicum Students and Interns
- Term: Full-Time for 2 months. Possibility of becoming permanent
- Hours : 37.5
- Person must be flexible to work extra time when needed (such as with program and even support). Extra time is accumulated and taken as lieu time
- Must read and agree to follow The Mustard Seed policies which are a living, changing document
- This position follows BC Employment Standards with regards to termination
- **Must provide an acceptable criminal record check, including the level of clearance required to work with vulnerable people**

Please apply to career@mustardseed.ca. Applicants are being screened as received and those selected for an interview will be contacted.

Thank you for your interest.