



Agency Relations Assistant

North York Harvest Food Bank is the primary food bank for northern Toronto, distributing more than two million pounds of food last year through 77+ neighbourhood programs. An independent, charitable organization, we envision a community where all members are able to meet their food needs. Our efforts are focused in three major areas: developing dignified community food programs, creating public awareness about hunger and its causes and engaging the community in deciding how best to meet its food needs.

Position Summary:

The Agency Relations Assistant works closely with the Manager of Agency Relations and Community Advocacy in liaising with and supporting North York Harvest's network of 37 member agencies.

Key Responsibilities

1. Agency Relations:

- Prepares special add-ons requested by member agencies and communicates this to the Operations Department in a seamless fashion
- Assists Operations Department in communicating changes or delays in deliveries with member agencies in a timely fashion
- Assists with coordinating meetings and workshops, including annual workshop series, Annual General Meeting, Agency Council and *Who's Hungry* Surveys
- Assesses member agencies requests that require additional supports
- Documents member agencies' activities and updates member agency profiles
- Ensures NYH's network referral information is accurate and up-to-date
- Shares updated information with relevant staff, partners, and 211 Toronto
- Supports in site visits to member agencies when required
- Provides support to the Director, Community Engagement and to other staff, as required

2. Data Tracking and Monitoring

- Enters monthly agency statistics in database and reports on trends to Manager of Agency Relations
- Coordinates Link2Feed database across member agencies and provide technical support when needed
- Participates in regular Link2Feed training on system updates and rollouts in order to assist member agencies with changes

3. Internal Communications

- Supports communications with North York Harvest's member agency network including preparing regular newsletters, bulletins, and updates
- Promotes and shares information about hunger, food security, poverty, and community resources with agencies

Other duties as required

Qualifications

- 1 or more years of experience (working/volunteering/placement) in the social service sector, OR college diploma or higher education in Social Service Work or related field
- Strong written and verbal communication skills
- Computer literacy in word processing, spreadsheets, Internet and email
- Good customer service skills and ability to remain calm in challenging situations
- Organized with attention to detail
- Familiarity with northern Toronto area an asset
- Interest in or knowledge of issues regarding food security and poverty an asset
- Flexible and able to work in a small office environment
- Ability to work independently but also as part of a team, across departments, and with volunteers
- Additional language abilities an asset

North York Harvest Food Bank is committed to employment equity and encourages applicants from equity seeking groups. We recognize a range of lived and work experience as being valuable to our work and encourage interested parties to apply.

Working Conditions

- This role requires the candidate work remotely, with up to 8 hours of onsite work per week*
- The candidate must have access to internet while working remotely
- A laptop for work use will be provided

*Please note, these circumstances are subject to change.

Reporting Relationship: The Agency Relations Assistant is a member of the Community Engagement team and will report to the Manager, Agency Relations and Community Advocacy

Hours: 37.5 hours per week, full time permanent

Salary: \$34,000-\$40,000 per year, plus health and dental benefits.

Please forward cover letter and resume to Chiara Padovani, chiara@northyorkharvest.com quoting job title in subject line. Applications will be accepted until April 18th, 2021. We thank all applicants for their interest, however, only those invited for an interview will be contacted.