



Open Arms of Minnesota Job Description: Community Engagement Coordinator

Organizational Summary:

Open Arms of Minnesota (OAM) is a nonprofit that prepares and delivers healthy, nutritious food to people living with life-threatening illnesses. Our mission: by providing food as medicine, we nourish our clients and build community. In our two state-of-the-art kitchens, OAM staff members and more than 3,500 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own 5 Open Farms urban garden locations. Volunteers deliver meals throughout the Twin Cities metro area to approximately 4,000 clients, caregivers, and dependents annually, providing nourishment and hope for families dealing with life-threatening illnesses. Families on, families in need throughout Minnesota receive meals shipped to them weekly. There are no fees for any of Open Arms' services. Open Arms is a volunteer-driven organization and is culturally unique in our high commitment to an excellent volunteer experience.

To learn more, visit www.openarmsmn.org

Open Date: August 17th, 2023

Closing Date: Until filled

Position Overview:

This full-time hourly position contributes to the fulfillment of the Open Arms' mission by serving as a forward-facing member of the Client Programs Department and supporting community outreach and programming efforts of the organization. This position is responsible for helping to expand and manage OAM's presence in various communities by fostering new relationships, attending community events, and supporting the development of culturally sensitive programming within those communities. As with all OAM staff positions, this position is responsible for helping ensure volunteers and interns have an exemplary experience during all interactions with Open Arms and is expected to consistently maintain a high level of customer service to all guests, clients, and fellow team members.

Primary Job Responsibilities:

- In partnership with the Community Outreach & Projects Manager, build, maintain, and grow strong relationships with potential and existing Open Arms community partners.
- Coordinate tabling, presentation, and other networking opportunities related to annual outreach plan goals.

- Help identify non-traditional referrers of clients in under-served populations and build relationships resulting in increased referrals.
- Attend community engagement meetings and coalition meetings where appropriate to represent Open Arms, and actively work towards building the inclusive community of volunteers and clients that we strive for
- Support the development of targeted outreach materials for community events and organizational initiatives.
- Assist with community partnership meetings, surveys, appreciation events, and other engagement opportunities with partners.
- Maintain accurate data regarding outreach work, and support other departments with reporting and documentation needs when needed.
- In partnership with the Community Outreach & Projects Manager, maintain a yearly outreach calendar and outreach plan to support Open Arms strategic goals.
- Target outreach to communities most affected by the top social determinants of health including but not limited to race-based health disparities, food insecurity and barriers to food access, economic stability, education access and quality, health care access and quality, neighborhood and built environment, and social and community context.
- Target outreach to communities most affected by the top determinants of overall health including but not limited to access to healthy nutrition, lifestyle, environment, and genetics.
- Help OAM fulfill current contracts by targeting outreach to potential clients who could benefit from services under those contracts.
- Provide education to internal OAM staff across departments regarding outreach work and relevant programming where needed.
- Other related duties as assigned.

Requirements:

- Experience and demonstrated excellence in customer service or direct client services.
- Experience working with underserved populations.
- Experience with community outreach preferred.
- Bilingual language skills strongly preferred.
- Active Minnesota driver's license and unrestricted for work-related driving.
- Acceptable driving record and insurable under current policies.
- Detail-oriented, extremely organized, and able to handle multiple projects at the same time.
- Ability to initiate contact with prospective clients and referrers.
- Ability to provide friendly, excellent collaborative service to internal and external constituencies.
- Demonstrated interest in and ability to work directly with people living with a life-threatening or chronic illness.
- Strong administrative/computer skills and excellent organizational skills.

- Strong organizational skills and ability to work successfully both independently and collaboratively as part of a team.
- Strong ability to multi-task and work in a fast-paced, high-pressure setting.
- Understanding of the importance of client confidentiality.
- Ability to maintain composure during difficult circumstances and consistently provide calm, compassionate care to people in crisis.
- Excellent verbal communication skills and outstanding human relations skills.
- Ability to be energizing and contribute to a positive team environment.
- Personal presence that garners respect from clients, volunteers, and the community.
- Knowledge of Microsoft Office Suite and Windows, understanding of and experience with databases.
- Ability to adhere to attendance and punctuality requirements, to meet time-sensitive client and business needs.
- Flexibility to work occasional evenings and weekends.
- Flexibility to work at two different worksites.
- Sensitivity and commitment to diversity and ability to work respectfully with a wide array of co-workers, clients, and members of the community.
- A passion for the mission and values of Open Arms.

Physical Requirements:

- Able to communicate in English both verbally and in writing.
- Able to operate standard office equipment (such as telephone, computer, printer, and copy machine), set up tabletop displays and speak at events.
- Able to sit and/or work on your feet for longer periods of time.
- Able to lift up to 50 pounds.
- Able to stand, sit, walk, bend, stoop, and twist. Requires full range of motion, manual dexterity, and eye-hand coordination.

Reports To: Community Outreach & Projects Manager

Pay Rate: \$23.00-\$24.00 per hour

Location: Minneapolis and St. Paul, MN

Hours: Full-time

To Apply:

Please send resume and cover letter detailing pertinent experience to:

OAM HR

- Email: jobs@openarmsmn.org
- Fax: 1-866-499-1630

- Mail: 2500 Bloomington Avenue S, Minneapolis MN 55404

Benefits:

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, employee assistance program, paid Holidays, and personal time off (PTO), retirement plan with employer match program. Employee-paid vision plan, voluntary life, critical illness, hospital indemnity and accident insurance are also available.

Open Arms of Minnesota is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization, regardless of race, gender, national origin, age, religion, sexual orientation, gender identity, familial status, disability, or socioeconomic status. We encourage all individuals with direct or transferable experience to apply for our open positions.

Equal Opportunity Employer