

POSITION DESCRIPTION

Title:	Pampered Pantry Specialist
Department:	Family Support
Direct Supervisor:	Family Support Manager
Home Office	On-Site/Mooresville Office
Classification:	<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time
FSLA Status:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Salary Grade:	Grade 16, Starting Salary: \$43,676 + Competitive Benefits Package

Position Summary:

The Pampered Pantry Specialist serves as the first point of contact for families initiating contact with the Iredell County Partnership for Young Children (ICPYC). The Pampered Pantry Specialist is responsible for building relationships with families, identifying needs, and connecting them to in-house services. The Pampered Pantry Specialist is also responsible for the coordination of the Pampered Pantry Program including inventory, distribution, and reporting.

Essential Duties and Responsibilities:

Family Navigation

- Identify the reason family is initiating contact with ICPYC and connect them to the appropriate resource.
- Build trusting relationships with families.
- Conduct an initial assessment and introduce ICPYC services to family.
- Refer family to appropriate in-house service as appropriate.
- Refer family to Resource & Referral Specialist for community resources based on identified needs.
- Coordinate services for families in need of the Pampered Pantry.

Pampered Pantry

- Schedule Pampered Pantry appointments and complete intake form.
- Provide age/size appropriate diapers, wipes, and ICPYC information bag (on first visit) to participants.
- Refer families to Resource & Referral Specialist for additional ICPYC or community resources based on intake form.
- Establish relationships with diaper vendors.
- Solicit discount pricing through the Diaper Bank of NC, Good 360, Second Harvest Food Bank
- Purchase and stock diaper pantry.
- Organize and maintain diaper inventory.
- Prepare diapers by size and quantity to be picked up by families.
- Track participant's visit frequency and monitor distribution.
- Assist with the coordination of diaper drives, as needed.
- Collaborate with Kindness Closet for distribution of hygiene kits.
- Distribute surveys to Pampered Pantry participants.

Recordkeeping/Reporting

- Maintain accurate and confidential records of family interactions and referrals.
- Track outcomes and report on service utilization and impact.
- Complete reporting records as requested.



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General Office Support

- Provide front office support and greet visitors.
- Answer general phone inquiries and handle complaints in a courteous, professional manner.
- Direct programmatic calls to the appropriate department/staff.
- Receive packages and distribute to/notify appropriate staff.

Other Duties as Assigned

- Perform other duties as necessary to promote and foster the mission of the Iredell County Partnership for Young Children.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily and meet the requirements listed below.

- Must pass a criminal background check.
- Must have reliable transportation and valid driver's license.
- Occasional evening, early morning, and/or weekend hours may be required.
- Local travel is required.

Education and/or Experience:

Associate degree in a field related to business, social work, or human services from an accredited college or university required. Equivalent combination of education and experience considered.

Knowledge and Abilities:

- Ability to connect with families, children, and coworkers with enthusiasm and professionalism.
- Knowledge of Standards of Quality for Family Strengthening & Support and Strengthening Families and the Protective Factors Framework. (Training will be provided)
- Knowledge of cultural responsiveness, motivational interviewing, and cultural humility.
- Proficiency in Microsoft Applications.
- Ability to communicate and work effectively with people from diverse backgrounds.
- Ability to adapt to and support a changing work environment and new demands.
- Attention to detail, and compliance with rules, regulations, and deadlines.
- A high level of organizational and interpersonal skills.
- Ability to work independently and as part of an integrated team.
- Ability to lift up to 40 pounds.