

We're Hiring!

North Helpline believes all deserve adequate food, housing, and respect. We assist our neighbors in obtaining basic needs that affirm their human dignity and worth. We work to make sure that all have food on the table and a roof over their heads by distributing food, assisting with the prevention of utility shut off and eviction prevention, and access to basic medical care. North Helpline provides critical human services to over 1,500 clients each week in an effort to reduce the impact of hunger and poverty in greater north Seattle.

We are currently looking to fill several open positions and would love to share our story with you! If you are interested, email Search@northhelpline.org.

*Bilingual abilities
greatly appreciated!*

*Candidates from
non-traditional
backgrounds are
encouraged to
apply!*



North Helpline

Volunteer Leads

About the Program

To offer a steppingstone for volunteers to gain greater responsibility and have an increased sense of the total food bank. This position will offer volunteers who might have an interest in moving into Food Banks or Non-Profits as a career a chance to gain practical experience and grow in the field. This position will also serve as a way for passionate individuals who are not interested in moving forward in this field but want to remain closely involved in the day-to-day operations of the food bank, a way to help and to influence practices, or consider a position on the board in the long term.

Expectations

Volunteers should be scheduled for one (1) shift per week on a consistent basis. North Helpline will aim to have one Volunteer Lead per shift where needed.

All volunteer leads are expected to have completed all trainings and to stay current on best practices. Volunteers should inform North Helpline of plans to miss upcoming scheduled shifts or if a change in schedule is needed.

Process

Individuals interested in these roles should have volunteered with North Helpline and demonstrated exceptional leadership. Volunteers in these roles will be asked to make a six-month commitment. Upon expressing interest, volunteers will meet with the Programs Manager and Warehouse Manager.

Lead Volunteers may volunteer in additional capacities outside of their Lead Volunteer position using the same methods as other volunteers. On those days, they would be expected to refer to the Lead Volunteer designated for the shift.

Sorting Lead

Tuesday: 9-2
Wednesday*: 9-2
Thursday*: 9-2
Friday: 10-2
Saturday*: 10-2

This volunteer will oversee the sorting tables to ensure best practices. The Sorting Volunteer will supervise a small team of volunteers and ensure the smooth running of the sorting tables from initial delivery to final placement in the cooler, freezer or dry good stacks. This volunteer will answer questions and train new volunteers.

Sorting volunteers will sort food donations checking for dates and quality on all items. The volunteers will keep the food area clean.

This volunteer will ensure a professional setting and a positive atmosphere that encourages volunteers to return.

Home Delivery Packing Lead Volunteer

Tuesday: 10:30-3
Thursday: 9-1:30

This position will require the volunteer to arrive shortly before the start of the Home Delivery Box Packing and guide the process of setup.

During box packing, Home Delivery Packing Lead Volunteers will monitor food availability to ensure items are restocked. This volunteer will audit packed boxes for compliance to dietary requirements and special needs.

Lead Distribution Volunteer

Wednesday: 8:15-11:15 or 11-2:45
Thursday: 3:15-7:30
Saturday: 8:15-11:15 or 11-2:45

This volunteer arrives shortly before the start of the distribution and guide the process of setup. This will include setting up tables and chairs, delegating tasks to volunteers, pulling food and hygiene items from the pull list and ensuring the area is ready for neighbors.

During distribution, Lead Distribution Volunteers will monitor food availability and restock as needed. Restocking of items will also include hygiene, abundance and rotating items. Lead Distribution Volunteers will check in with other volunteers to provide answers to questions and also to offer breaks.

When distribution is completed, the Lead Distribution Volunteer will own the process of take down. This volunteer will help with closing questions and making sure volunteers remember to log their time.



North Helpline

Open Positions

Summer Hiring

We currently have openings for two part time positions this summer! Positions start July 5th and continue through September 15th.

Compensation: \$25/hr.

These positions require staff members to stand for long periods and be able to lift 30lbs repetitively. Staff serving in this position will need to go into a freezer and work in the warehouse which is not climate controlled.

Food Bank Coordinator

Staff who serve in this role will work to provide access to nutritious food to our neighbors. The Warehouse Coordinator will be a part time position working Thursday through Saturday from 8 am - 4 pm. Serving as a Warehouse Coordinator, this staff member will:

- Ensure all items brought into the food bank are weighed and logged.
- Donations are checked for quality and sorted into categories.
- Items are placed in appropriate storage, this will include a cooler, freezer and dry storage.
- Direct volunteer teams on how to sort and categorize donated items.
- Manage the flow of the warehouse and ensure all areas are clean.

Driver's License and ability to drive U-Haul-like vehicles strongly preferred.

Home Delivery Coordinator

The Home Delivery Coordinator will be a part time position working Tuesday and Thursday from 8 am - 4pm.

The Home Delivery Coordinator will:

- Partner with warehouse staff to prepare boxes for clients unable to attend our regular distribution.
- Identify items to be packed and oversee a group of four to six volunteers as the boxes are assembled.
- Coordinate with partner organizations as well as work with volunteer drivers to have boxes delivered.

Careful attention to detail will be required to select items that match dietary requirements.

Driver license required.

AmeriCorps

North Helpline is proud to be a partner site for Washington Service Corps. Volunteers through this program receive a stipend, education award upon successful completion of service, training, health coverage, and childcare assistance if eligible.

North Helpline is seeking 3 AmeriCorps members for positions starting in September.

These positions require members to stand for long periods and lift 30lbs repetitively. Members will need to go into a freezer and work in the warehouse which is not climate controlled. Applicants should have moderate computer abilities. Ability to speak a second language is highly desired.

Food Bank Coordinator

The Food Bank Coordinator (FBC) will assist in in-person and home delivery distributions as well as donation intake. The FBC will train and direct volunteers daily. The FBC will also assist in sourcing foods that best meet clients' cultural and health needs. North Helpline distributes 7,000 lbs. of food at every distribution!

Donations will need to be checked for quality and sorted into categories. The member serving in this role will ensure items are stored appropriately, which will include working in a refrigerator and freezer. This member will also manage the flow of the warehouse and ensure all areas are clean, organized and sanitary.

Responsibilities:

- Ensure all items brought into the food bank are weighed and logged.
- Donations are checked for quality and sorted into categories.
- Items are placed in appropriate storage, this will include a cooler, freezer and dry storage.
- Direct volunteer teams on how to sort and categorize donated items.
- Manage the flow of the warehouse and ensure all areas are clean.

Driver's License and ability to drive U-Haul-like vehicles strongly preferred.

Home Delivery Coordinator

Our Home Delivery program partners with community members and organizations to serve over 250 households unable to come to our regular distributions. This member will manage a list of clients along with their dietary requirements and oversee volunteers as they pack boxes. In addition, this member will work with partner organization and volunteers to plan routes and deliveries.

Responsibilities:

- Prepare boxes to be delivered to clients
- Identify items to be packed and create curated boxes to meet needs;
- Manage a list of neighbors and their dietary requirements;
- Oversee volunteers
- Coordinate with partner organizations
- Use spreadsheets for data tracking
- Create and edit delivery routes;
- Register new clients and drivers
- Provide monthly reporting
-

Driver's License and ability to drive U-Haul-like vehicles required.

Volunteer Coordinator

The Volunteer Coordinator will arrange volunteer shifts and manage schedules for our food banks in Lake City and Bitter Lake for 500 volunteers a month. The member in this position will work with outside organizations to recruit new volunteers and walk them through initial onboarding and training. Regular communication with volunteers, groups and outside organizations will be needed to develop strong relationships.

Responsibilities:

- Coordinate volunteer shifts
- Directly interact with volunteers to make their experience as enriching as possible.
- Host weekly onboarding meetings, trainings, and volunteer appreciation events.
- Actively recruit volunteers.



More information
and how to apply
found here!

Open Positions

Part Time Hiring

North Helpline believes all deserve adequate food, housing, and respect. We assist our neighbors in obtaining basic needs that affirm their human dignity and worth. We work to make sure that all have food on the table and a roof over their heads by distributing food, assisting with the prevention of utility shut off and eviction prevention, and access to basic medical care. North Helpline provides critical human services to over 1,500 clients each week in an effort to reduce the impact of hunger and poverty in greater north Seattle.

This position would work from our Bitter Lake location on Saturdays from 8-3.

Compensation: \$27 - \$29 /hr.

Bitter Lake Community Connector

The Community Connector connects neighbors to services that will help stabilize their family and obtain the basic needs that affirm their human dignity and worth. They will perform a needs assessment, refer and/or assist neighbors in applying for or enrolling in various benefits and resources both within our organization and in the community. The Connector will learn and enhance skills that promote anti-racism and cultural competency. Looking for an enthusiastic professional who is organized and capable of building strong and positive relationships within the agency and in the community.

Responsibilities:

- Assist neighbors who are unable to access referral and application processes for service or benefit programs such as Apple Health, nutrition, child care, utility discount, housing and other programs by meeting them where they are at the food bank
- Assist neighbors to apply for North Helpline's financial assistance programs to prevent evictions, prevent utility shut-offs and provide move-in rental costs
- Work with volunteers and staff to identify neighbors to enroll in the Community Connector program
- Assist neighbors in assessing job readiness, job search or volunteer opportunities
- Collect and track data on client service access and enrollment rates
- Receive ongoing training regarding social service programs and best practices
- Staff resource fairs for food bank members with the Client Services team
- Foster partnerships and connections with other organizations to meet neighbors' needs
- Prepare reports for funding partners sharing stories of impact
- Other duties as assigned

Qualifications

- Be compassionate, culturally and linguistically competent for priority populations being served
- Have a proven record in working with food bank members or low-income communities of color
- Possess and/or be willing to acquire engagement skills such as: motivational interviewing, empathic listening and responsiveness
- Be organized, skilled in attention to detail and have coordination skills to facilitate working with team members
- Comfortable working in a shared dynamic work environment
- Have extensive knowledge of available social services
- Commitment to building an anti-racist organization
- Bachelor's degree in Social Services, Psychology, Education or related field; or 4 years experience providing human services to a diverse community; or a combination of education and/or training and/or work experience which provides the ability to perform the work of the Community Connector
- Basic computer skills required
- Bi/Multilingual a plus but not required

The employee is occasionally required to lift and/or move up to 15 pounds. The employee is regularly required to alternatively sit, move around the food bank, and talk or hear. The employee will be required to work in a non-climate controlled environment at times.



Full job descriptions can be found here!



North Helpline