

**Position:** Food Security Project Coordinator

**Hours of work:** 35 hours per week

**Job Type:** Temporary Full-time Contract (1 year)

### About 211 Northern Region:

211 Northern Region, a program of the Lakehead Social Planning Council (LSPC) has been in operation since 2008 and is the designated 211 information & referral service provider for Northern Ontario. 211 is a free helpline that connects individuals to community and social services by telephone (2-1-1), chat, email, and text. Contacts are responded to by 211 Navigators who help individuals connect with the wide range of government, community, non-clinical health, and social services using the 211 Database of Human Services, [www.211north.ca](http://www.211north.ca). 211 Northern Region also manages and provides access to the online database of human services available in Northern Ontario, including First Nations and designated Francophone communities.

### Description:

The Food Security Project Coordinator plays a critical role in ensuring isolated and vulnerable, food-insecure people access services and receive comprehensive support. This position is responsible for conducting in-depth needs assessments, coordinating access to essential services such as utility and rent assistance, and advocating on behalf of clients to navigate complex service systems. By providing personalized, one-on-one support and follow-up, the Food Security Project Coordinator ensures that clients receive holistic support, improving their financial stability and overall well-being.

### Duties:

- Conducts comprehensive assessments to identify Home Hamper Delivery Program recipient's needs.
- Identifies and offers appropriate referrals to community services.
- Determines eligibility for programs (e.g. utility cost reduction, rent/utility arrears, tax filing, and transportation support programs and others).
- Supports clients in accessing community services as needed (e.g. form filling)
- Coordinates service access with providers and program partners on behalf of the client.
- Provides support and follow-up to ensure clients can access needed services.
- Documents and tracks client needs, referrals, and service outcomes to ensure effective service delivery and reporting.
- Other duties as assigned.

### Qualifications:

- Understanding of local socio-economic challenges.
- Experience working with vulnerable, isolated populations.
- Ability to work independently as a self-learner and prioritize tasks.
- Flexibility to adapt to new tools and processes.
- Strong communication and problem-solving skills.

- Familiarity with advocacy practices and the ability to navigate service systems on behalf of clients.
- Experience in data management and using client database systems to track service outcomes.

**Hours of Work:**

35 hours per week, Monday to Friday, with shifts between 7am and 9pm.

**Workplace Setting:**

This position is based in an office environment. The role involves collaboration with both in-person and remote team members, utilizing digital communication tools to coordinate tasks, participate in meetings, and ensure seamless workflow across all team locations.

**Additional Information:**

- Start as soon as possible
- Possible full-time opportunities
- \$23.00 per hour

**Application Process:**

For consideration for this position, please submit by email a resume and cover letter to Marie Klassen, Executive Director, [mklassen@lspc.ca](mailto:mklassen@lspc.ca).

*We thank all applicants for their interest; however, only those candidates selected for interviews will be contacted. As an equal opportunity employer, the LSPC encourages applications from all people including Indigenous peoples, persons with disabilities, and members of visible minority groups.*