



FOOD/RESIDENT SERVICES COORDINATOR

About the agency. Women's Center & Shelter of Greater Pittsburgh (WC&S) is a comprehensive domestic violence program annually serving over 7,700 adult and child survivors of domestic violence & facilitating an intervention program to nearly 300 people who are abusive. We are advocates, grounded in fostering a community of safety, healing, and empowerment for anyone affected by domestic violence. Our mission is to strengthen our ability to meet the individual and evolving needs of those affected by domestic violence by investing in the growth of our people, deepening community engagement, and amplifying the voices of all survivors. All staff learn about and support the organization's mission, vision, and values of Safety, Uplifting Others, Compassion, Courage, Equity, Survivor-Centered Advocacy, and Stewardship (SUCCESS).

About the role. As a Food/Resident Services Coordinator, you will manage resident and food needs in WC&S' residential/shelter program, in compliance with Board of Health standards. Additionally, you will assist with preparing and serving meals, provide food safety education to clients, manage the program budget, and maintain ServSafe® certification.

This role provides you with the opportunity to showcase your organizational, food safety/preparation, and interpersonal communication skills, and the ability to contribute to the organization's mission in a variety of ways. The successful candidate will have food service experience, knowledge of nutrition and food serving guidelines, possess ServSafe® certification, and have the ability to perform moderate physical demands (e.g., carrying, pushing, etc.) as required for the position. If you are passionate about working with populations experiencing intimate partner violence, we are eager to hear from you. WC&S will offer you an environment that provides endless opportunities to advance your knowledge, skills, and abilities.

Here's what you will do:

- Prepares and serves meals during weekday hours
- Works with residents during meal preparation and educates around food safety, as needed
- Manages budget for residential food and food supplies
- Places food orders for residential program, weekly and as needed
- Cleans, organizes, and stocks the shelter kitchen, dining room, snack bar area, and pantry
- Maintains ServSafe® certification and practices food safety
- Ensures compliance with Board of Health standards and other relevant funding sources
- Assists with daily checks of all other communal spaces (e.g., living room, library, laundry, etc.)
- This position requires being available during normal business hours, Monday through Friday, 9:00a-5:00p, with occasional evenings/weekends, as needed
- Perform other duties as assigned by supervisor

Here's what we are looking for:

- High school diploma or equivalent required
- At least one (1) year of experience in a direct service/human service field required
- Food service experience required



- ServSafe® certification required (if not yet certified, training/certification will be provided as required)
- Knowledge of nutrition and food serving guidelines
- Knowledge of code compliances and health regulations
- Ability to break down boxes, perform light cleaning, bend, walk, push light- to medium-weight carts, and lift 25 pounds
- Ability to complete necessary paperwork and meet deadlines in a timely manner
- Sensitive to domestic violence, trauma, and cultural diversity issues
- Effective verbal, written, and interpersonal communication skills
- A demonstration of the understanding of abusive family dynamics, including intimate partner violence, cycle of abuse, power and control dynamics, cultural diversity issues, and child abuse and neglect
- Ability to establish healthy boundaries, trust, respect, and rapport with others
- Ability to understand and adhere to strict confidentiality and safety procedures
- Strong command of general technology, including, but not limited to, Microsoft Office Suite is required; familiarity and understanding of information technology, including Salesforce, Tableau, and Teams strongly preferred
- Desire to work in an organization committed to diversity, equity, and inclusion as part of its values
- Act 33/34 and FBI Clearances required

About the benefits. WC&S offers a comprehensive and competitive benefits package, including generous paid time off; health, vision, and dental insurance; short-term and long-term disability coverage; group life insurance; retirement plan with employer matching; Flexible Spending Account; Employee Assistance Program; Headspace meditation and mindfulness app subscription; Access Perks membership; paid training and professional development opportunities; and is a Public Service [Student] Loan Forgiveness (PSLF) eligible employer.

WC&S is an equal opportunity employer and is committed to ensuring that both applicants and employees are treated without discrimination on the basis of race, color, gender identity expression, national origin, age, religion, disability status, sexual orientation/identity, citizenship status, veteran status, marital status, or any other protected characteristic. We are committed to providing an inclusive and welcoming environment for all.

TO APPLY:

To ensure consideration for an interview, please send a resume and cover letter via email with the subject line “**Food/Resident Services Coordinator**” to careers@wcpittsburgh.org.