

SOUTHERN ARIZONA AIDS FOUNDATION
SUPPORT SERVICES ASSOCIATE
JOB DESCRIPTION

Scope of Work: The Support Services Associate has responsibility for the implementation of SAAF's food programs, including Food for Life and Food Pantry. Provides support and performs duties related to other Support Services including but not limited to Complementary Therapies, Buyers' Club, and transportation services. The Support Services Associate is a part-time, no more than 25 hours/work week, non-exempt position.

Functional Responsibilities:

- Provides support to the Food Pantry services. Responsibilities in this area shall include, but not be limited to: pickup/delivery of food supplies off-site, organization and stocking of Food Pantry, record-keeping and data entry for Food Pantry clients, verification and entry into independent Community Food Bank database, and other tasks to be determined in coordination with the Support Services Manager.
- Provides support to the Food for Life program. Responsibilities in this area shall include, but not be limited to: provide back-up as requested by Support Services Manager, filling in for drivers for food delivery, assistance with packaging food for delivery, assistance with food preparation and clean-up, assistance with shopping, tracking of client goals in coordination with case managers, and other tasks to be determined at the direction of the Support Services Manager.
- Assists with delivery to clients of services through the transportation program under the direction of the Support Services Manager. Responsibilities in this area shall include, but not be limited to: working directly with clients and Case Managers, securing bus passes and coordinating distribution, assisting with correcting monthly bus pass issues with clients and Case Managers, reconciling invoices for transportation services, and completing related data entry tasks.
- Assists with delivery to clients of services through the Complementary Therapies program under the direction of the Support Services Manager. Responsibilities in this area shall include, but not be limited to: through direct client interaction, ensuring client eligibility for the program, arranging access through vouchers to a naturopathic physician and other practitioners, performing functions related to billing, coordinating annual enrollments, and conducting required surveys with providers and participants.
- Provides customer service to Buyers' Club members. Responsibilities in this area shall include, but not be limited to: conducting inventory review of all products on a biweekly basis, filling email and online orders accurately and timely, assuring appropriate supplies are on hand for packaging, shipping, and handling orders, coordinating with Support Services Manager to order products in a timely manner, and identifying website and social media updates that are needed.
- Ensures documentation of services in the above areas and data collection for compilation of reports related to service provision.
- Works directly with the Support Services Team, being cross-trained and providing back-up as needed to perform the range of Support Services activities for other Support Services staff and the Support Services Manager.

- Serves as member of Care Services team.
- Attends department and agency staff meetings.
- Performs other duties as assigned.
- Reports to the Support Services Manager.

Minimum Qualifications:

- Appropriate fingerprint clearance through the Arizona Department of Public Safety (paid for by SAAF).
- Strong organizational skills, capable of problem solving and working independently.
- Effective oral and written communication skills.
- Current Food Sanitation certification from Pima County Health Department (Cost of certification will be assumed by SAAF if not current).
- Must have access to reliable vehicle with valid Arizona driver's license and clean driving record.
- Ability to lift up to 50 pounds, with or without reasonable accommodation, to include, but not limited to, lifting to/from auto to a cart, dolly, refrigerator or shelf : occasional lifting above 50 pounds, to only be done with accommodation, in the form of another person or supportive equipment such as a back brace or dolly
- Competence with Microsoft Office applications and database systems.

Preferred Qualifications:

- Strong customer service skills.
- Administrative experience in social service field.
- Knowledge of HIV/AIDS issues and current HIV/AIDS treatment protocols.
- Ability to work on multiple tasks simultaneously with attention to detail.
- Experience working with volunteers.
- Excellent interpersonal skills; sensitivity to cultural and personal diversity.
- Knowledge of nutrition and food safety requirements for people living with HIV/AIDS.
- Bilingual (English/Spanish).

Compensation: Minimum rate of pay \$15.00/hour, DOE; benefits include health, dental, and life insurance; long- and short-term disability insurance.

To Apply: Submit letter of interest, resume with dates of employment, and names, addresses, and phone numbers of three professional references to the Director of HR, Southern Arizona AIDS Foundation, 375 S. Euclid Ave., Tucson, AZ, 85719, e-mail to hr@saaf.org or visit www.saaf.org. Open until filled.

Affirmative Action: The Southern Arizona AIDS Foundation is an Affirmative Action/Equal Opportunity Employer and does not discriminate on the basis of race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability.

People who use (or used to use) drugs, current or former sex workers, people of color, women, members of the LGBTQIA communities, those who have experienced housing insecurity, people who have received harm reduction services, and people living with HIV/AIDS and/or hepatitis C are strongly encouraged to apply.

Start Date: As soon as possible.