

SOUTHERN ARIZONA AIDS FOUNDATION

SUPPORT SERVICES ASSOCIATE JOB DESCRIPTION

Scope of Work: The Support Services Associate provides clerical support and performs duties related to SAAF's food programs, including Food for Life and Food Pantry, under the supervision of the Support Services Manager, and assists with other Support Services including but not limited to Complementary Therapies, Buyers' Club, and transportation services. The Support Services Associate is an hourly, full-time (40 hours per week), non-exempt position.

Functional Responsibilities:

- Provides support to the Food Pantry services. Responsibilities in this area shall include, but not be limited to organization and stocking of Food Pantry, pickup/delivery of food supplies off site, record-keeping and data entry for Food Pantry clients, verification of entry into independent Community Food Bank database, distribution of food pantry items directly to clients in person or drive through, and other tasks to be determined in coordination with the Support Services Manager
- Assists with delivery of services to client through the Complementary Therapies program and the Wellness Program under the direction of the Support Services Manager. Responsibilities in this area shall include but are not limited to: arranging vouchers to access services from a naturopathic physician and other practitioners, performing functions related to billing, ensuring client eligibility for the program, 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.
- Provides support to the Food for Life program. Responsibilities in this area shall include but are not limited to providing back-up as requested by Support Services Manager, assisting with shopping, filling in for drivers for food delivery, 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 of transportation services to clients 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, reconciling invoices for transportation services, and completing related data entry tasks.
- 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:

- Minimum one year experience performing administrative work or 1 year work experience in social services field.
- 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.
- Ability to obtain 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.
- Have access to reliable transportation, a valid AZ Driver's License and a driving record that will be supported by our liability insurance provider.
- Proof of COVID-19 vaccination, with the possibility of applicable and approved exemption accommodation request.

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 \$16.45-\$20.15/hour depending on experience; 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 based on race, color, religion, national origin, sex, sexual orientation, gender identity, age, or disability.

People who have used 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.