



# Keystone Opportunity Center

Providing Help • Offering Hope

## **OPPORTUNITY: Community Assistance Coordinator (Bilingual – English/Spanish; Part-Time)**

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### **ABOUT KEYSTONE**

Keystone Opportunity Center (Keystone) is a nonprofit organization based in Souderton, PA serving individuals and households in Montgomery and Bucks Counties. The mission of Keystone is to educate, encourage and empower community members in need to become self-sufficient. Keystone's services encompass housing, food, and education.

Keystone's food programs include the Food Pantry, serving over 250 qualified households of Souderton Area School District who are dealing with food insecurity, and Fresh for All, a free produce distribution event held weekly which serves up to 800 households monthly. Housing-related programs include Homelessness Prevention to help families and individuals stay in their homes, Rental Assistance, Eviction Diversion, Rapid Rehousing to move quickly from homelessness to permanent housing along with needed social services, and Permanent Supportive Housing to help provide safe, affordable housing. Keystone also provides case management services. The organization owns and operates 18 affordable housing units. Keystone's education programs are equally expansive, including ESL, High School Equivalency preparation, Citizenship, Adult Basic Education, English for College and Career, as well as individual tutoring.

### **POSITION SUMMARY**

The Community Assistance Coordinator is an entry-level support role in the field of social services. The person in this role will work with all Keystone program areas to reduce barriers to access and increase awareness of services in order to help our Spanish-speaking community members feel welcome and supported by the organization. Through English/Spanish translation and interpretation, program referrals, enrollment assistance, and other social service support, the person in this role will primarily assist Food Pantry and Fresh for All clients during hours that the pantry is open, and Community Assistance clients and other needs during non-pantry hours. Other avenues of program support include coverage of the front desk, and assisting with Keystone tenants and rapid rehousing clients, as needed. This individual also will help to grow our Spanish-speaking volunteer base through community outreach.

Reports to: Linda Chaplin, Community Case Manager

Status: Part time, non-exempt employee

Schedule: 18 hours per week (additional hours possible depending on funding)

- 13.5 hours/week serving the Food Pantry (Tuesdays, Wednesdays, and Thursdays 10:00 am - 2:30 pm onsite at the Keystone Food Pantry; periodic assistance at the Fresh for All food distribution site on Tuesdays from 12:00 – 1:00 pm as needed)
- 4.5 hours/week supporting Case Management and other program service needs (virtual or onsite, as needed)

Salary: \$16.50/hour



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**Benefits:** Part-time employees are eligible for PTO and Sick Time prorated based on actual hours worked as a part-time employee. In addition, Keystone offers a Simple IRA plan that includes an employer match of up to 3% of gross wages, with the employee's match pre-tax payroll deduction. Employees who receive at least \$5,000 in compensation annually are eligible to participate in the plan.

## **DUTIES & RESPONSIBILITIES**

### **Interpretation and Translation**

- Provide real-time, in-person interpretation across Keystone services and departments, as needed
- Translate written content from English into Spanish for general client needs (e.g., website, forms, signage)
- Translate press releases/other marketing materials for Spanish-language media
- Provide Spanish-language options on Keystone's phone menu and recorded messages

### **Food Insecurity Services**

- Provide on-site support of Food Pantry and Fresh for All services, including intake and registration, particularly for Spanish-speaking clients
- Triage clients to respective departments from phone calls, front desk, emails, web forms, etc.
- Assist with food drives, food drop offs, and Fresh For All food distributions
- Inform the selection and availability of culturally relevant foods for the Pantry and Fresh For All programs, to meet the needs of Spanish-speaking clients
- Assist with food inventorying, food storage, and daily pantry distributions, as needed

### **Community Assistance – Public Benefits Access**

- Learn about area social service agencies and what they offer
- Respond to phone calls, emails, walk-ins for Community Assistance
- Assist clients with online/hard copy applications for SNAP, MA, WIC, LIHEAP, HUD Housing, retirement/senior centers, and others
- Work with area employers to support Spanish-speaking individuals with employment application process
- Refer clients to appropriate social service agencies/resources at the direction of supervisor

### **Community Relations**

- Conduct outreach to Spanish-speaking communities to communicate the availability of Keystone programs, recruit Spanish-language volunteers, and liaise with Spanish-language donors
- Support Keystone's relationships with community partners such as Souderton Area School District and area faith-based organizations, HIAS, ACLAMO, Manos Unidas Multi Service, churches, local businesses, and local HUD housing developments
- Attend community meetings on behalf of Keystone

### **Data Tracking**

- Track the number of Spanish-speaking individuals utilizing Keystone services
- Quantify the value of services provided to Spanish-speaking clients

- Request and compile feedback to assess perceived value of offered services and how Keystone can improve our services
- Record data for daily / monthly reporting purposes

### **General Team Functions**

- Act as resource for Keystone staff, offering counsel to help make Keystone a more welcoming organization to the Spanish-speaking community, and increasing staff knowledge/awareness of the cultural needs of Spanish-speaking clients/students/volunteers/donors
- Attend departmental meetings
  - Housing staff meetings
  - Joshua House meetings
  - Food Pantry meetings
  - Community Assistance meetings
- Attend training seminars
- Serve as Front Desk receptionist as needed
- Perform additional duties as may be assigned

### **REQUIRED QUALIFICATIONS**

- Bilingual in English and Spanish (strong writing, speaking, and interpretation skills)
- Bachelor's Degree or equivalent combination of education, training, and experience
- Strong interpersonal skills; able to work cooperatively with people of all ages, ethnic backgrounds, socioeconomic levels
- Able to maintain the strictest confidentiality standards regarding client and organizational information
- Professional, friendly demeanor
- Team approach to work
- Able to meet deadlines, prioritize, and model excellent time management skills
- Able to work effectively in both virtual and in person environments
- Heart for dealing with low-income community
- Access to a reliable transportation to meet work responsibilities
- Working knowledge of computer software applications, including Microsoft Word, Excel, Outlook, Zoom, WebEx and PowerPoint
- Commitment to the mission of Keystone Opportunity Center, assisting others in addressing food insecurity, housing instability, and financial insecurity

### **WORKING CONDITIONS**

- Lifting and carrying up to 40 lbs.
- Stair climbing
- Lifting, bending, stooping, sitting, and standing
- Extremes in temperature, humidity, light, and sound as some Mobile Pantry distributions (Fresh for All) are run outside, year round

### **TO APPLY**

Interested candidates must submit a resume as well as a cover letter that includes each of the following elements:

- Why you are interested in the Community Assistance Coordinator position at Keystone

- Additional professional and/or personal experiences, if any, that inform your qualifications for this position and are not otherwise obvious from your resume
- Confirmation that the published salary range meets your requirements

Please submit your materials to [contact@keystoneopp.org](mailto:contact@keystoneopp.org).

## **EEO POLICY STATEMENT**

Keystone Opportunity Center is an equal opportunity employer. Keystone does not discriminate in the selection of employees on the basis of race, color, religion, gender, sexual orientation, gender identity or expression, genetics, age, national origin, disability, protected veteran status, or any other characteristic protected by federal, state, or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall and transfer, leaves of absence, compensation, and training.