



Student Association of George Brown College

Position Title: Student Nutrition Access Program (SNAP) Lead Support Staff

Reports To: Community Services Coordinator

Unionized: OPSEU Local 557

Position Type: Permanent (30 hour /week)

Compensation:

Starting Wage (union grid) 16.50 / hr.

About the Student Association

The Student Association of George Brown College is the official student union on campus representing full-time students.

The Student Nutrition Access Program (SNAP) strives to provide support on the health and wellness needs of GBC students through programs that activate health and wellness to support student health, emotional, & social well-being, as well as, provide resources, such as information on food banks, Government programs, mental health, and employment support; and educate students about nutrition to learn the basics of preparing nutritious food, read nutrition labels, nutrition strategies to boost immune system, and overall manage stress through diet and nutrition and healthy lifestyle information and resources.

SNAP operates on multiple campuses and the incumbent is required to travel between campuses.

Position Overview

This is a unionized position within the organization, and is a front line service role. As a valuable lead member of the SNAP Team, the employee will provide exceptional customer service in a fast-paced, student centered environment, and will work under the direction of the Community Services Coordinator. This role interacts with a diverse group of individuals, including College Management and Staff, Student Association full and part time staff, and the general student population. Productive and professional relationships must be maintained in all circumstances. SNAP operates on multiple campuses and the incumbent is required to travel between campuses.

SNAP duties and responsibilities (will include but not limited to):

- Lead the assigned SNAP location where you will have collaborative approach in supporting GBC students' health and wellness through programs that activate health, emotional & social well-being through the Student Nutrition Access Program (SNAP).
- Monitor daily operations of the SNAP Program and services; scheduling legal aid appointments; receive and organize weekly deliveries from Daily Bread Food Bank, Mr. Case and Sysco; repackage bulk food for distribution to students, support inventory control systems and maintaining a clean organized and safe work area in accordance with food safety and health and safety standards.
- Ensure proper storage of all food items and donations in their respective areas, using proper rotation (FIFO method).
- Help students with registration to access the SNAP program, legal aid services, and community referral program, and other seasonal programs and community-based initiatives.



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- Provide students access to nutritious food and health resources to help them succeed academically.
- Educate students about nutrition to learn the basics of preparing nutritious food, read nutrition labels, nutrition strategies to boost immune system, and overall manage stress through diet and nutrition and healthy lifestyle information and resources.
- Lead and participate in promotion and community outreach.
- Support in training and monitoring of our student SNAP support staff and encouraging team growth.
- Participate and support in planning and execution of seasonal programs, non-academic student support and community-based initiatives, including Good Food Market, SNAP Social Eats, Mental Health Week, Legal Aid Services, Community Garden, Income Tax Clinic, Community Referrals Program, etc.

Other operation and duties:

- Provide superior customer service to students, college personnel and external guests at all times.
- Communicate to students useful social services resources offered at George Brown College and the GTA, such as information on food banks, Government programs, mental health, academic support, employment support, etc.
- Maintain a safe, welcoming and positive space for students and the George Brown College Community, and help students feel a sense of dignity when using our services.
- Contribute positively to a team focused environment.
- Adhere to all of the Student Association service standards, policies guidelines and procedures.
- Perform data entry and other administrative tasks.
- Perform other duties as required.

Performance Measurables:

- Demonstrate polite, helpful, knowledgeable and professional attitude to promote a positive image of the Student Nutrition Access Program and the SA.
- Respond daily to voicemail, calls, e-mails, and all inquiries related to the SNAP program, SA, Legal Service, seasonal programs and community-based initiatives, etc. within 24 hours.
- Address any student, faculty and staff complaints received about the SNAP office, program and services promptly to direct supervisor.
- Direct supervisor is informed promptly of changes, updates, issues, and potential problems occurring in the SNAP program.
- Consistently and proactively anticipates and responds to requests for assistance relative to the SNAP program.
- Regularly presents reasonable ideas and plans for improved student service to direct supervisor.
- Establishes higher service standards by demonstrating consistent positive attitudes.
- Assists willingly with office tasks not normally within scope of work when work load or deadlines demand.



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- Anticipates potential problems and understanding how one action may affect multiple personnel.
- Begins projects/tasks well ahead of deadlines so that potential problems may be resolved prior in order to meet assigned deadlines.
- Shows consistent flexibility in adjusting to system, procedural, cultural, managerial, and philosophical changes in the workplace.
- Report to work on time as designated by direct supervisor. When unable, the employee will contact direct supervisor to inform the reason for lateness or absence 4 hours before the start of shift.
- Exhibit outstanding and consistent verbal and written communication skills using clear, concise language, and act appropriately to ensure the accuracy and reliability of information.
- Establishes priorities appropriately, demonstrating an understanding of the urgency of tasks and the impact of tasks on the SNAP program.
- Work collaboratively with direct supervisor in monitoring daily operations of the SNAP program and services at assigned campus.
- Successfully participate and support in planning and execution of seasonal programs, non-academic student support and community-based initiatives, including Good Food Market, SNAP Social Eats, Mental Health Week, Legal Aid Services, Community Garden, Income Tax Clinic, etc.
- Perform duties with minimal supervision.

Required Skills and Experience Qualifications:

- Post-secondary education in relevant field an asset.
- Previous experience working in a post-secondary institution, community worker setting or similar role is an asset.
- Must be available Monday to Friday between 9:30 AM to 4:30PM.
- General computer skills in Microsoft Office Suite (Excel, Word, PowerPoint, Outlook) is an asset.
- Must have an anti-oppressive analysis who treats all with dignity.
- Strong active listening, conflict management, and empathy capacities.
- Knowledge on support services available in the GTA and George Brown College.
- Must be a team-player with excellent interpersonal and strong communication skills.
- Knowledge of student rights, issues and accessibility to post-secondary education considered an asset.
- A good understanding of best before versus expiration dates, nutrition, health and wellness an asset.
- Ability to lift up to 50lbs (23kg) repetitively.
- Must be self-driven with the ability to take direction from supervisor, punctual, dependable, adaptable, ability to multitask, and able to work well with minimal supervision.
- Attention to detail, good record keeping and filing skills.
- Ability to work well under pressure in a fast paced environment.



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How to Apply:

Please email a cover letter and résumé to humanresources@sagbc.ca

Subject line: <your name>: [SNAP Lead] by **Thursday July 8, 2021, 11:59PM**

We sincerely thank all candidates for their interest and those selected for an interview will be contacted. Video and virtual panel interviews to be scheduled.

Student Association Vision:

Students are empowered to influence a just world.

Mission Statement:

We are the students of George Brown College committed to supporting each other in the struggle for student rights, the pursuit of quality education and the provision of services in a safe, accessible and equitable environment.

Commitment to Equity:

The SA is committed to employment equity and encourages applications from historically underrepresented groups to apply.