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Job Title:	Community Care Coordinator	Job Category:	Human Services, Contract Based
Department/Group:	Family Assistance Community Support Program	Travel Required:	Yes
Location:	Fairfield, Solano County	Reports To:	Community Support Program Manager
Position Type:	Full-Time, Non-Exempt, 35 hrs/week, some weekend availability	Salary	\$25-\$30 an hour

Catholic Charities of Yolo-Solano (CCYS) provides supportive services to low-income individuals and families throughout Yolo and Solano Counties. We are seeking an organized, self-motivated individual to serve as our Community Care Coordinator. This position is responsible for coordinating food access services, benefits outreach, Enhanced Care Management (ECM), volunteer engagement, and community partnerships to help individuals and families access the resources they need to improve their health, stability, and overall well-being.

NOTE: Not all unique aspects of the job are covered by this job description

Job Description

Catholic Charities Yolo-Solano (CCYS) is seeking a full-time **Community Care Coordinator** for its Fairfield office. This position supports CCYS's mission by providing food and basic needs assistance, connecting individuals and families to public benefits and community resources, and coordinating care to improve health, stability, and overall well-being. The Community Care Coordinator works within the Community Supports team to coordinate food access services, CalFresh outreach, Enhanced Care Management (ECM), volunteer engagement, and community partnerships. This position serves as a primary point of contact for clients seeking assistance and is responsible for delivering compassionate, person-centered services while maintaining compliance with agency policies, funding requirements, and program standards. This position reports to the Community Support Program Manager.

Core Duties

Food Pantry Coordination

- Oversee day to day operation of CCYS Food Pantry.

- Is fully versed in Food Bank and CCYS policies and procedures for the Food Pantry and ensures agency compliance.
- Coordinate pick-up, drop-off, and/or delivery of donated food from various sources.
- Monitor food pantry inventory, maintain stocked shelves, and order food as needed.
- Maintain proper food safety, sanitation, and daily cleanliness of the food pantry, refrigerator, and freezer units.
- Monitor spending allocation from various funding sources.
- Seeks partnerships and opportunities for donation resources.
- Coordinate diaper and other basic needs assistance as available.
- Support additional food access initiatives, including refrigerated food lockers and partner pantry collaborations. Requiring site supervision and work from partner sites on regular basis.

Community Engagement

- Recruit, train, schedule and provide supervision of food pantry volunteers.
- Coordinate volunteer onboarding, training, scheduling, and required documentation while ensuring compliance with CCYS policies and procedures.
- Develop and maintain relationships with community partners that support food access, benefits outreach, and basic needs services.
- Coordinate communication with community partners regarding food donations, referrals, outreach events, and collaborative activities.
- Represent CCYS at partner meetings, community events, trainings, networking opportunities, and outreach activities.
- Plan, lead and execute agency-led community events

Client Management & Reporting

- Complete intake of all food pantry beneficiaries.
- Maintain accurate client information and records in approved tracking systems, ensuring files remain current and confidential.
- Complete reports and documentation as required by funding sources and CCYS administration.
- Engage with clients regularly to obtain feedback and continuously improve the pantry experience.
- Attend partner meetings and webinars as required by funding sources.
- Attend partner meetings, webinars, and agency meetings as required.

CalFresh Outreach Coordination

- Coordinate community outreach for CalFresh, including the development and execution of strategic outreach plans.
- Pre-screen and assist clients with CalFresh eligibility and application completion.
- Coordinate and collaborate with CCYS departments on CalFresh Outreach.
- Participate in community meetings, networking opportunities, and outreach events to promote CalFresh and other food programs.

- Meet all grant reporting requirements and program deliverables established by funding sources and CCYS administration.
- Attend CalFresh in-service trainings, program meetings, and other agency-related activities.
- Other duties as assigned.

Enhanced Care Management (ECM)

- Provide Enhanced Care Management (ECM) services for eligible clients in accordance with Partnership HealthPlan and CCYS program requirements.
- Conduct outreach, enrollment, assessments, care planning, and ongoing care coordination.
- Connect clients to healthcare, behavioral health, housing, food, transportation, and other community resources through referrals and warm handoffs.
- Maintain required documentation and coordinate services with healthcare providers, community partners, and internal staff.
- Participate in required ECM trainings, meetings, and quality improvement activities.
- Other duties as assigned.

Core Competencies

- Demonstrate a fundamental respect for the dignity of others and exemplifies CCYS core values.
- Understands and values quality improvement, able to effectively address overlapping projects and deadlines. Adaptable and reliable in the face of conflict, crisis, or changing priorities.
- A demonstrated commitment to diversity and inclusion, valuing a diversity of perspectives and encouraging contributions by all team members.
- High analytical abilities to process large amounts of data from multiple sources.
- Ability to prioritize across multiple types of work and coordinate the work of others.
- Actively engages in problem solving; Responds to complaints; Seeks resolution of conflicts.
- Is organized, efficient, and effective; Sets goals for work tasks; Identifies priority issues; Meets productivity standards.
- Works collaboratively with community partners, staff, and/or the leadership team to encourage and support the accomplishment of goals/tasks/position duties.
- Provide exemplary customer service to both external and internal clients.
- Demonstrates a commitment to learning and improvements; Pursue activities to enhance personal and professional growth for self and others.
- Protects the confidentiality and information/documentation obtained by nature of work.
- Be a proven team builder.
- Able to safely lift up to 50 lbs.

Minimum Qualifications:

Education: An associate degree or bachelor's degree preferred.

Experience: 2 years of relevant experience in social services setting or experience in a setting requiring interaction with the public.

Qualities/Skills:

- Excellent written and oral communication and presentation skills.
- The ability to perform heavy physical labor with the exposure to climate and temperatures changes
- Proficient in technology, computer operation, word processing and spreadsheets, specifically using Microsoft Office Suite, and/or Google G-Suite
- Valid CA Driver's License
- Bilingual (Spanish) required.
- Demonstrate high ethical standards.

Employee Signature

Date

Supervisor Signature

Date