



## Program Documentation Assistant – Part Time

### Role Description

**Reports to:** Executive and Operations Supervisor

#### Position Overview:

The Program Documentation Assistant (Program Assistant) supports the effective, safe, and consistent delivery of food bank services by documenting clear, step-by-step standard operating procedures (SOPs) for daily operations. Working closely with program staff and volunteers, the Program Assistant will gather information through interviews and direct observation, translate it into practical procedures, and help ensure the documentation is accurate, actionable and aligned with organizational values and privacy expectations.

The Program Assistant also provides direct support to the food bank team and offers front-line coverage for food bank inquiries during temporary program staff absences.

Upon successful completion of the food bank operating procedures, the role may expand to include other administration projects that support the organization, such as other program areas requiring operating procedure updates or records management.

#### Responsibilities:

- **Create clear, step-by-step SOPs for food bank operations** by interviewing staff and volunteers and observing activities such as intake, sorting, storage, inventory, client appointment bookings and distribution to gather relevant data. Document purpose, scope, required materials/forms, safety considerations and instructions to carry-out required tasks, along with important historical details. Adhere to strict guidelines and use only company provided generative AI tools for support throughout the drafting process.
- **Coordinate feedback and usability testing.** Solicit review and feedback of the drafted documentation including the Food Bank Coordinator, volunteers and appropriate management as requested. Refine until it becomes a final document set up in the format and naming conventions of the organization. Recommend version control and organize records (digital and/or printed). Identify gaps or risks and highlight for supervisor review. Develop and deploy feedback mechanisms such as surveys, as requested.
- **Provide administrative and program support** (e.g., scheduling, data entry, filing, photocopying, correspondence). Support preparation of materials for volunteers and clients (e.g., orientation handouts, forms, resource lists). Assist with tracking basic program information following privacy and data-handling requirements. Support meeting logistics and documentation as requested (e.g., agendas, minutes, action item follow-up).

- **Provide coverage for food bank inquiries when the Food Bank Coordinator is off site.** Answer and triage food bank inquiries by phone, email, and in-person. Provide accurate information on hours, eligibility, appointments, emergency food support and other resources within approved guidelines. Accept and store food donations. Schedule or adjust appointments and record messages using established processes and confidentiality practices. Escalate urgent or complex situations to on-site supervisor, as applicable. Maintain a respectful, approach and support client dignity at all times.
- **Assist with other administrative projects** underway at the organization which may include: the conversion of historic physical records to electronic format, the transition from on-site server to cloud based solutions, electronic file maintenance and storage clean-up and staff training logistics.
- **Actively participate in cross-training and development** to bring added valued to the role within the organization, as agreed to with the supervisor. Seek out education opportunities to address any knowledge gaps and further support the changing needs of the organization. Participate in other duties or projects that may be assigned from time-to-time.
- **Participate actively in staff meetings activities and committees.** Actively participate as an SFCSC team member, contributing to a positive culture and practice compliance with safe work protocols. Participate in Wellness Committee initiatives, staff meetings and training opportunities.