

**JOB DESCRIPTION**  
**Hunger Program Caseworker & Coordinator (Full-Time, Bilingual English/Spanish)**  
**September 2025**

**Overview:**

NCJW NY's Hunger Program (HP) has been providing nutrition assistance to NYC's low-income population for nearly 40 years. This position enables us to broaden and deepen our programming by connecting these families to services and support that can help them achieve a higher level of economic stability. Working with NCJW NY's program team, the HP Caseworker & Coordinator assesses client needs and devises and implements strategies to meet those needs. The role includes individual client casework, program and partnership development, and on-site service events.

**Reporting Relationships:**

The HP Caseworker & Coordinator (HPCC) reports to the Director of Community Programs and works closely with our Director of Operations, Director of Volunteer Engagement, and our Social Work Graduate Intern. NCJW NY's HP relies on dedicated volunteers to welcome clients and help distribute food. The HPCC works closely with these program volunteers.

**Job Responsibilities:**

The HPCC manages all client-service aspects of the HP, which includes a weekly Food Pantry and a twice-weekly Community Kitchen. The HPCC serves as the primary point of contact during Pantry and Kitchen hours, partnering with staff colleagues and volunteers to ensure a welcoming environment and supporting client engagement. Specific duties include:

- Client Eligibility, Registration, and Check-in- Using the Plentiful online database.
- Screening & Assessment- Assess social service needs of NCJW NY's Hunger Program clients through screening questionnaires and other data collection, as well as qualitative methods.
- Client Casework- Make referrals for social and human service support. Help clients navigate enrollment in public benefit and entitlement programs.
- Social Services Database- Assist the Director of Community Programs in maintaining and expanding the social services database for client tracking and analysis. Input referrals into databases (Caseworthy and Tiered Engagement Network) weekly. Monitor and track all client progress monthly.
- Program Enhancement- Identify and implement program enhancements to meet the needs of clients in areas including, but not limited to, health, housing, immigration, legal aid, education, and employment opportunities, through strategies like partnerships with other organizations, distribution of informational resources, and on-site service events.
- Front Desk Coverage- Provide daily front desk coverage during the Council Lifetime Learning Program Coordinator's lunch break and scheduled time off. Greet and assist all visitors in a welcoming and respectful manner, including Hunger Program clients seeking support or information.

- Collaboration & Communication- Facilitate biweekly Pantry meetings, sharing notes, sending weekly memos, and working with volunteers to address issues during service.
- Back 2 School Store- Recruit HP families for NCJW NY's annual Back 2 School Store, maintaining active involvement throughout the planning process and providing direct client support during store days.
- Perform other community program job tasks as assigned by the Director of Community Programs and Executive Director, including support with communicating with Spanish-speaking clients.

**Requirements:**

- Bachelor's degree in social work, psychology, sociology, or other related fields (equivalent experience will also be considered).
- Minimum one to two years of experience in case management, program coordination, or community outreach.
- Experience working with diverse populations and addressing food insecurity or social service needs is a plus.

**Skills and Characteristics:**

- Strong communication and interpersonal skills; ability to engage compassionately with participants.
- Excellent organizational and time management skills; able to manage multiple priorities.
- Ability to work both independently and collaboratively in a team environment.
- Strong problem-solving and critical-thinking abilities.
- Competency in maintaining detailed and accurate records.
- Basic proficiency with Microsoft Office Suite (Word, Excel, PowerPoint) or equivalent tools; database experience preferred.
- Flexibility to occasionally work evenings as the program requires.

**Schedule:**

This is a full-time, 5-day-week position, Sunday through Thursday (Fridays and Saturdays off).

Sunday – 9:00 am to 2:00 pm

Monday – 8:30 am to 5:30 pm

Tuesday – 9:00 am to 5:00 pm

Wednesday – 9:00 am to 6:00 pm

Thursday – 9:00 am to 5:00 pm

**This position is fully in person, on-site at Council House at 241 West 72<sup>nd</sup> Street, NYC. No remote work available.**

**Salary and Benefits:**

Salary range of \$55,000 to \$60,000, depending on experience.

Excellent benefits and leave time, including two weeks' vacation, all federal holidays, plus all Jewish holidays that fall on weekdays (usually about 10 to 12 Jewish holidays per year).

To apply, please submit a resume along with a customized cover letter detailing your qualifications and the reason(s) for your interest in this specific position to:

Tracey Onyeuche, Director of Community Programs, at [oonyeuche@ncjwny.org](mailto:oonyeuche@ncjwny.org). No calls, please.

**NCJW NY is an Equal Opportunity Employer.** We are committed to creating a culture of inclusion and accountability. We honor the wisdom, insights, perspectives, and experiences of diverse viewpoints, and recognize that many critical voices have been underrepresented in Jewish organizational life and nonprofit organizations as a whole for too long. We welcome applications from people of diverse religious, spiritual, and cultural backgrounds.

We are an equal opportunity employer and recruit, hire, train, promote, compensate, and administer all personnel actions without regard to race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, national origin, culture, age, creed, disability, ancestry, medical condition, marital status, military or veteran status, citizenship status, or any other protected status.