October, 2026

Job Description – Food for Families Operations Assistant

Position Title: Food for Families – Operations Assistant

Reporting To: Food For Families Program Manager

Position Description: The "Food for Families Operations Assistant" supports the delivery of mobile food distributions across South Vancouver, the Tri-Cities, Surrey, and Delta, while contributing to the daily operations of the Food for Families warehouse. This hands-on role combines mobile distribution, volunteer leadership, guest engagement, and warehouse support. The successful candidate will take ownership of mobile distribution responsibilities while working collaboratively with the broader team to support the overall operational needs of the program. CityReach Care Society is the Urban Ministries outreach arm of Broadway Church.

Program Description: Food for Families is a wholesome food bank and nutritional education program for families in need in the communities of East and South Vancouver, Tri-Cities, Surrey and Delta, providing an environment of safety, dignity and respect.

Duties to include:

- Lead and coordinate weekly mobile food distributions, including driving, loading and unloading, site setup, guiding volunteers, and ensuring food is delivered safely and on time while guests are served with dignity and respect.
- Build positive relationships with volunteers and team leads, fostering a welcoming, collaborative environment that reflects CityReach's values and incorporates the Pathway to Prosper.
- Support guest registration, check-in, and communication of program guidelines, helping ensure guests understand the program and are treated with dignity and respect.
- Contribute to warehouse operations when not engaged in mobile distribution activities, working alongside the warehouse team with food preparation, inventory organization, receiving donations, and loading and unloading.
- Maintain accurate operational records, communicate inventory updates, and share relevant information with the team.
- Follow established food safety, vehicle, and workplace health and safety procedures.
- Support on-site volunteer orientation, training, and leadership, helping equip volunteer team leads and maintain CityReach's values and culture.
- Collaborate with colleagues to support program activities, special events, and changing operational needs.
- Perform other duties as required, including but not limited to truck driver relief, warehouse relief, and assisting with other CityReach events such as Easter Bash, Back to School Blast, and Boxes of Love.

Qualifications:

- Someone who loves Jesus and believes that the local church is the hope of the world.
- Someone who is a team player, takes initiative, and is passionate about making a difference in Greater Vancouver.
- Someone who is highly relational, communicates well, and is organized in their work.
- Someone who works well with volunteers and guests, showing compassion, respect, and strong conflict management skills.
- Someone who is flexible, adaptable, and comfortable balancing mobile distribution responsibilities with hands-on warehouse support.
- Someone who is physically fit and able to safely perform physical duties, including lifting and moving food boxes and supplies.
- Someone who holds a valid unrestricted B.C. driver's licence, at least 25 years of age, appropriate for the assigned vehicles and can safely drive, load, and unload trucks.
- Someone who can safely maneuver a loaded pallet jack, with training provided where appropriate.
- Someone with basic Excel skills who can maintain inventory updates and communicate through MS Teams.
- Someone familiar with food security principles (an asset).
- Someone who is willing to obtain required certifications, including FoodSafe Level 1, WHMIS, Plan to Protect, and First Aid, as applicable, and complete training to operate the cube truck and refrigerated truck.
- Someone who attends Broadway Church as their home church (preferred).

Compensation package:

- Annual salary range - $51,000-$54,000 pending experience
- Role is based on an average of 40 hours per week
- 10 days paid vacation
- $75 Monthly cell phone allowance
- Full extended health benefits after 3-month waiting period
- 5% RRSP Group matching after 3-month probation