



**Job Title:** Community Food Programs Manager

**Department:** Administration

**Supervisor:** Director of Programs

**FLSA Status:** Exempt

**Date:** June 28, 2017

## Job Overview

The Community Food Programs Manager (CFPM) oversees the operations, logistics and coordination of all Food Bank Coalition (FBC) distribution sites serving adults, seniors and families. The CFPM works closely with a vast network of community partners and volunteers to implement public food distribution programs. The CFPM ensures program standards are met, implements evaluation activities, and develops improvement plans to ensure that the community food programs meet the needs of food insecure families and individuals in San Luis Obispo County. Community Food Programs include: The Emergency Food Assistance Program (TEFAP)--a federally funded program administered by the CA Department of Social Services--Harvest Bag, and Senior Farmers Markets.

## Background

The Food Bank Coalition of San Luis Obispo County is a nonprofit, tax exempt organization. We serve our neighbors who are food insecure, often not knowing where their next meals will come from, as well as those at risk of hunger. Each year we supply 6 million pounds of food to 44,000 people in San Luis Obispo County through a network of 120 charitable feeding programs – including food pantries, homeless shelters and afterschool programs. We believe every human being has the right to nutritious food, which is why 50% of the food we distribute is fresh produce.

## Essential Duties & Responsibilities

Work in collaboration with the Volunteer Coordinator, Warehouse Manager, Community Food Programs Coordinator and other support staff to provide nutritious food to 85+ professionally managed monthly food distributions.

- Ensure all staff, volunteers and community partners are in compliance with FBC and governmental guidelines in all aspects of program delivery.
- Work with the CA Department of Social Services and Foodlink to plan deliveries of USDA commodities, calculate quarterly food requirements, and place annual order.
- Work closely with Community Food Programs Coordinator and Warehouse Manager to track and balance inventory count on a monthly basis and to determine monthly distribution menus.
- Manage correspondence with distribution sites, including attendance lists, notification of distribution changes, and accurate reporting protocols to program participants and site coordinators.
- Manage internal CFP correspondence and records, including program reports, notification of changes to distributions, updates to distribution calendars, site renewals, program files, etc.
- Create and manage varied methods for communication (flyers, website updates, Service Provider email list) to easily inform the public about CFP distributions.
- Assure adequate site management of distribution processes in the field.
- Create and facilitate training opportunities for volunteers and FBC staff with information on program protocols, compliance, and customer service and maintain active communication with site coordinators.
- Coordinate annual required site visits to each distribution, file complete reports for each visit including documentation of any deficiencies and required improvement plans.
- Utilize and expand the FBC's network of community partners to engage more volunteers and site coordinators at Neighborhood Food Distributions, resource fairs and community building events.
- Collaborate with the Director of Programs and community partners to implement a plan to evaluate recipient satisfaction, program impact and community needs assessment.
- Investigate complaints and mediate conflicts at sites according to FBC and USDA protocol.

- Work with the DoP to develop or expand new community food distribution programs as needed (for example to serve seniors or other underserved populations)
- Ensure the FBC's community food programs follow Feeding America program requirements and best practices.
- Share program highlights on a bi-monthly basis with the management team.
- Develop and implement program plans and timelines. Track program activities using the Program Dashboard.

### **Other Duties and Responsibilities**

- This position requires frequent driving for work performed in the community.
- Other duties and responsibilities that may be assigned by the DoP.

### **Knowledge, Skill, Talents and Abilities**

- Strong background in program coordination and project management.
- Experience working with and supervising volunteers of all ages from diverse socioeconomic and ethnic backgrounds
- Ability to manage multiple projects with strong attention to detail; ability to handle interruptions, maintain focus on tasks and produce accurate work.
- Ability to work both in a team setting and to work independently, take initiative, set priorities, and to solve problems independently.
- Excellent oral and written communication skills. Ability to make presentations and develop reports that may include technical information.
- Experience in conflict resolution.
- Strong cultural competence; ability to build positive relationships with a wide variety of stakeholders including national donors, volunteers for faith-based, grassroots organizations and residents seeking emergency food assistance.

### **Education and/or Experience**

- High school diploma or equivalent required, Bachelor's Degree preferred.
- Three to five years of relevant field experience including experience in social services, program development, and community organizing or related field.
- Must have supervisory or management experience.
- Knowledge of food safety issues, with eventual ServSafe certification

### **Certificates, Licenses, Registrations**

- Must possess a valid California Driver's License
- Must have a reliable vehicle, clean driving record and proof of insurance.
- Must be willing to travel throughout Sn Luis Obispo County

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp,

manipulate or assemble objects; see details at close range (within a few feet of the observer); to lift, carry and load up to 50 pounds. Long term standing, walking and kneeling required.

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Variable work environment; work is conducted both indoors and outdoors with varying environmental conditions; indoor facilities are kept at cold temperatures, so warm clothing is required. Noise level varies from quiet office environment to very noisy warehouse. Exhaust and dust will be present in the warehouse.

### **Acknowledgement**

I acknowledge that I have read the job description and requirements for the Community Food Programs Manager position and certify that I can perform these essential functions.

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

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