



of SANTA CLARA and
SAN MATEO COUNTIES

Position Announcement Director of Services

About Second Harvest Food Bank

Looking for mission-driven work? Based in Silicon Valley, Second Harvest Food Bank of Santa Clara and San Mateo Counties is one of the largest food banks in the nation. Currently providing food to more than one quarter of a million people every month, Second Harvest is a trusted community-based organization that was founded in 1974. Despite the immense wealth in Silicon Valley, and partly due to the high cost of living, hunger and malnutrition are pervasive. The Food Bank distributes nutritious food, including more fresh produce than any other food bank in the country, through a network of nearly 310 nonprofit partners at more than 980 sites. Second Harvest is pursuing innovative efforts to increase access to food resources as it seeks to feed an additional 100,000 hungry people each month. To reach more people, it advocates for anti-hunger policies and connects those in need to federal nutrition programs and other food resources. To learn more about how Second Harvest is building a hunger-free community, visit www.SHFB.org.

About the Position

Food Connection is a critical component of Second Harvest's capability to fight hunger and currently contacts over 10,000 households each year, and provides approximately 25,000 referrals per year. Responsible for leading, growing, inspiring, and evolving Food Connection programs and staff for Second Harvest Food Bank, the Director of Services will ensure that the organization excels in serving the needs of our clients. Multi-lingual Food Connection staff and volunteers are stationed on the hotline and throughout the community daily with the goal of increasing food access for yet unserved, or underserved, food-insecure community members. Assistance is provided through education about available resources, referrals, and application assistance for Food Bank and government food programs. The Director of Services possesses the ability to communicate effectively with different groups, eagerness to innovate, strong people and project management skills, and a willingness to explore ways to use technology to improve client experience. As a member of the P&S Leadership Team, he/she will work closely with the VP of Programs and Services and other departments throughout the organization, as well as with allied community organizations, to achieve the Food Bank's Mission.

This job might be for you if

- You are passionate about food security for all
- You excel at coaching and developing staff who serve under-resourced community members
- You are an extrovert and enjoy public speaking and building relationships between organizations
- You are an effective leader and project manager with experience leading multiple staff towards the same goals and objectives
- You are creative, entrepreneurial and like trying new strategies
- You have experience with public benefits either as a recipient or as a service provider
- You like solving problems and typically use data and research to inform recommendations

CURTNER CENTER

750 Curtner Avenue
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CYPRESS CENTER

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BING CENTER

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T 650-610-0800
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Qualifications

1. Minimum of 10 years of paid experience in administering multi-faceted client based programs and staff coaching and supervision. Demonstrated experience in program development and/or community organizing activities.
2. Bachelor's degree from an accredited university in social services, public or business administration, health education, community nutrition, or a directly related field. Graduate work or advanced degree highly desirable.
3. Demonstrated ability with project management and ability to organize, plan and lead a team to carry out activities to meet specific objectives.
4. Exceptional verbal, written, and public speaking communication skills.
5. Ability to work and interact constructively, as well as coach and train staff to do so, with individuals from a variety of socioeconomic backgrounds (clients, Food Bank and Partner organization staff at all levels of the organizations, and volunteers) in a culturally diverse work environment. Sensitivity to, and empathy with, the needs of economically and educationally under-resourced individuals.
6. Demonstrated ability to apply education, experience and data analysis to improve and or implement new processes/projects/programs and solve problems. Experience with research, data analysis, and program evaluation. Proven experience with establishing outcome measurements and program evaluation.
7. Working knowledge of public and private organizations providing community services in Santa Clara and San Mateo Counties highly desirable.
8. Experience administering or working with public benefits programs highly desirable.
9. Bilingual (English and Spanish, Vietnamese or Chinese) highly desirable.

Reports To	Vice President of Programs and Services
Positions Reporting to Title	Department of 19 people (some part time). Four direct reports include: Senior Manager, Hotline Manager, Manager (San Mateo County Outreach/Promotores), and the Medical Partnerships Coordinator.
Location	Curtner Center, San Jose (preferred) or at Bing Center, San Carlos. Travel between Food Bank and partners' locations for meetings and site visits in both San Mateo and Santa Clara Counties required.
Hours	Full-Time, Exempt
Compensation	Salary commensurate with background and experience. Outstanding and generous health benefits program, Flexible Time Off (FTO) starting at 200 hours/year, ten paid holidays, and retirement plan

[CLICK HERE TO APPLY!](#)

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