



Program Coordinator, Client Voice

Do you...

- Understand the daily needs of — and care deeply about — low income communities in Alameda County?
- Relish the opportunity to be out and working in these communities every day?
- Have a passion for data — and want to spend your days teaching direct-service organizations to leverage client data to improve their services and outcomes?
- Dream of working at a place with generous benefits that places a premium on professional development?

If you have answered “YES!” to any of these questions, the Alameda County Community Food Bank urges you to apply to be the **Program Coordinator for our Client Voice Project!**

The Program Coordinator, Client Voice, reports to the Client Voice Project Manager and provides support to the project team and Agency Partners in the project. The Client Voice project is an initiative to assist some of our 400+ agency partners in adopting a new system for client case management, data collection, client feedback, and reporting. ACCFB provides participating partners a shared cloud-based case management software, as well as the technical assistance, support, and capacity building resources necessary for successful implementation and ongoing use.

This position requires frequent travel throughout the county to provide in-person assistance to our community partners, and often involves helping partner agencies with the intake process to enroll clients who are in line to receive food. The role requires excellent customer services skills and the ability to remain professional and compassionate in relation to our partners, staff and volunteers as well as the clients they are serving.

Alameda County Community Food Bank has achieved notable success in recent years — and is currently responding to an incredible increase in need in our community due to the pandemic and recession. Even with a passionate network of 420+ agency partners serving more clients — and distributing more food — than ever before, we’ve expanded our services even further to meet the growth in need.

Our organization’s success is built on bold decision-making, a culture of equity and inclusivity, and an environment that embraces innovative thinking to create a healthier, more prosperous and just community *for all*. With our latest strategic plan, we are setting a bold trajectory for the long-term work required to dismantle the systems that perpetuate poverty, including racism. Our staff regularly engage in conversations about race, class, power and privilege as part of our organizational commitment to equity, diversity and inclusion. Please learn more about our efforts at www.accfb.org.

WHAT IS CLIENT VOICE?

Client Voice is a multi-year project that is central to our Strategic Plan. Launched by ACCFB in the fall of 2018, it is an innovative research initiative designed to give the Food Bank and our network of community-based organizations and direct distribution partners better insight into who our clients are and how we can best serve them. Through the rollout of a cloud-based case management platform, we will be able to:

- More accurately count who we are serving throughout our network;
- Examine how our client demographic is shifting over time;
- Evaluate the impact federal and state policy changes have on our work;
- Better serve our clients through improved sign-in processes, wait times, and data security;
- Use insights to inform our services (e.g. health, nutrition, financial empowerment, workforce development).

KNOWLEDGE, SKILLS AND ABILITIES

Required Competencies

- Minimum of 2 years of relevant and successful work experience in customer service, case/client management, or administrative services.
- Strong customer service orientation — both organizational, interpersonal. Comfort with explaining basic IT and database-related questions to partners and volunteers with varying levels of digital literacy.
- Highly organized with exceptional attention to detail; able to handle multiple assignments in a fast-paced environment.
- Excellent written and verbal communications skills, including comfort and skill in public speaking.
- Able to communicate expectations, establish priorities, work collaboratively, ensure accountability and meet deadlines.
- Ability to maintain confidentiality; demonstrates professional ethics at all times.
- Strong computer skills including proficiency with the MS Office Suite (Word, Excel, Outlook, PowerPoint).
- Comfort and experience regularly working with relational database management systems (CERES, Oasis Insight or similar), including demonstrated ability to maintain/update accurate records, perform queries, compile data and generate reports.
- Experience working with small community-based and faith-based organizations.
- Ability to develop and maintain collaborative and professional relationships. Experience working with people from diverse ethnic, economic and religious backgrounds.
- Valid California Class C Driver's License, insurable driving record, and reliable access to a vehicle. Position requires 30-40% local travel during work hours, and occasional weekend/evening work or overnight trips.

Preferred Qualifications

- Experience in a nonprofit organization or government entity providing social services to the community.
- Background in social work, sociology, psychology, public health or similar human services-oriented field.
- Experience managing projects from conception to completion, including setting and driving timelines and deliverables, and building consensus in a fast-paced environment.
- Experience providing basic IT support and troubleshooting.
- Experience and skill in conflict resolution and de-escalation.
- Knowledge of and experience with issues related to hunger and poverty.
- Knowledge of communities and services in Alameda County.
- Experience with emergency food programs.
- Familiarity with food safety practices.
- Bilingual in English/Spanish or English/Cantonese.

PERSONAL ATTRIBUTES AND VALUES

- Passion, enthusiasm, focus, and creativity around Alameda County Community Food Bank's vision, mission and values of community, leadership, transparency, innovation and diversity.
- Impeccable integrity and honesty.
- A sense of humor deftly combined with a can-do attitude.
- Strong work ethic with an orientation toward action, innovation and process improvement.
- Innovative self-starter and problem solver; flexibility when working in new and changing environments and situations.
- Ability to work both in a collaborative team environment as well as independently and often out of the office (this position requires 30-40% local travel).

PHYSICAL REQUIREMENTS

This work is located in both office environment and community settings. Physical activities necessary in the performance of this job include the abilities to: sit for prolonged periods; move throughout the food bank in performance of duties; visit community settings; conduct site visits including walking, bending, stopping, and squatting; communicate in a clear speaking voice in person and over the phone; interpret instructions and questions when asked; and use a computer.

COMPENSATION & BENEFITS

This is a full-time, non-exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (37.5 hours per week, one-hour unpaid lunch). The non-negotiable starting salary for this position is \$30.03 per hour (approximately \$58,500 annually). We offer an outstanding benefit package including:

- Medical: ACCFB pays 100% for employees and 93% for dependents for our Kaiser HMO. Buy-up options to Blue Shield HMO or PPO plans are available.
- Dental: 100% employer-paid for employees and their dependents.
- Vision: Paid by employees.
- Paid time off starting at: 10 vacation days, 12 sick days, 12 holidays, and four paid early closures annually.
- Pre-tax Flexible Spending and Commuter Accounts.
- Employer-paid life, AD&D & LTD insurance, as well as buy-up options for increased coverage.
- 403(b) plan available on the first day with employer match after one year. Fully vested at three years.
- Employee Assistance Program for employees and dependents.
- Free ongoing 1:1 financial coaching and access to an interest, service fee and credit requirement-free short-term loan program after six-months on staff.

If you meet these qualifications and want to join our mission, please submit your *resume* and answer the application questions *on our careers page* located at accfb.org/careers.

Alameda County Community Food Bank honors our differences and is committed to creating a workplace that celebrates and reflects the diversity of our Community. Applicants who contribute to this diversity are strongly encouraged to apply. ACCFB provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, ACCFB complies with applicable state and local laws governing nondiscrimination in employment in every location in which the ACCFB has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.