



Quality Assurance Partnership Manager

Are you an experienced Quality Assurance Partnership Manager professional who wants to improve the lives of more than 300,000 Alameda County residents? Are you a self-driven, proactive, and community-centered leader who thrives in a fast-paced environment? Do you want to apply your organizational, service-oriented, and quality assurance knowledge to helping one of the Bay Area's top non-profits — and a nationally recognized leader in hunger relief — achieve its mission? If so, Alameda County Community Food Bank could be looking for *you* as our next Quality Assurance Partnership Manager!

The ACCFB Programs department maintains relationships with over 400 partner agencies that distribute food in Alameda County. The Quality Assurance Partnership Manager is responsible for the development and cultivation of an effective quality assurance program to better assess operating risks of our partner network. The Quality Assurance Partnership Manager will establish policies and practices that will reduce ACCFB's risk on non-compliance with its regulatory agencies including but not limited to, Feeding America, USDA, City and County Health and Human Services and other funding entities.

Alameda County Community Food Bank is a well-established and multi-faceted organization, which has been at the forefront of food justice efforts for 35 years. As one of the most efficient direct-impact organizations in the country, few nonprofits are as well-respected — or have a bigger impact on the community — as us. We are a dedicated group of mission-driven people who will provide enough food for 30 million meals this year for 1 in 4 county residents facing food insecurity. But that barely scratches the surface of all our work. We're changing lives ... we're forward thinkers who encourage innovation ... we're proud of our work ... and we're having fun doing it!

Our strategic plan sets a bold trajectory for the long-term work required to dismantle the systems that perpetuate hunger and poverty, including racism. Our staff regularly engage in conversations about race, class, power, and privilege as part of our organizational commitment to equity, diversity, inclusion and belonging. Please learn more about our efforts at www.accfb.org.

KNOWLEDGE SKILLS AND ABILITIES

- 5-7 years' quality assurance experience in the social service field.
- 4 years of proven, successful program management experience from strategic development through implementation.
- 4 years of experience motivating, training, and supervising at least three direct reports.
- Advance knowledge and experience in data analysis and process improvement.
- Strong customer service orientation: ability to work independently and as part of a team.
- Clear and effective communicator; excellent diplomacy skills; comfort navigating difficult conversations including giving and receiving feedback.
- Experience developing training curricula and materials and facilitating training one-on-one and in groups.
- Ability to develop and maintain collaborative and professional relationships.
- Proven experience with setting and driving timelines and deliverables for multiple concurrent projects and building consensus in a fast-paced environment.
- Excellent attention to detail, experience keeping accurate records on complex programs.
- Strong computer skills including proficiency with the MS Office Suite (Word, Excel, Outlook, PowerPoint).
- Comfort and experience regularly working with relational database management systems (Microsoft NAV, CERES, Tableau), including ability to perform queries, compile data and generate reports.
- Demonstrated commitment to diversity, equity, and inclusion, with the ability to serve as an exemplar for the organization's values and foster an inclusive and respectful workplace.
- Valid California Driver's License and insurable driving record.

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.
- Commitment to human-centered social and racial justice work and a desire to make an impact in our community and beyond.
- Impeccable integrity and honesty.
- A sense of humor deftly combined with a can-do attitude.
- Innovative self-starter and problem solver; Flexibility with new and changing environments and situations.
- Strong work ethic with an orientation toward innovation and process improvement.
- Servant-leadership mentality with a sense of humor.
- Leads as an action-oriented big picture thinker, yet manages details with a high degree of efficacy, flexibility, and professionalism; brings a roll-up-the-sleeves, can-do attitude.
- Influencer who builds strong relationships and cares deeply about people's development and commits time and energy to coaching, mentoring, and developing team members.

PHYSICAL REQUIREMENTS

This role is required to work a partial-remote schedule but requires a minimum of 2 days per week onsite at our 7900 Edgewater Drive facility in Oakland. Additional days onsite may be required during the orientation/introductory period. This work is in both office environment and community settings. Physical activities necessary in the performance of this job include ability 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; interpret instructions; and use a computer.

COMPENSATION AND BENEFITS

This is a full-time, exempt position working Monday through Friday, 8:30 a.m. to 5:00 p.m. (7.5-hour workday, 1-hour unpaid lunch). The non-negotiable starting salary is \$90,000 per year. 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 Platinum or Gold PPO plans are available.
- Dental: 100% employer-paid for employees and their dependents.
- Vision: Paid by employees.
- Paid time off starting at: 15 vacation days, 12 sick days, 11 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 1:1 financial coaching and an interest, service fee and credit requirement-free short-term loan program.

If you meet these qualifications and want to join our mission, please send 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.

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