



Job Title: Community Food Programs Manager

Department: Administration

Supervisor: Director of Programs

FLSA Status: Exempt

Date: June 26, 2015

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 to implement public 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 Emergency Food Assistance Program (USDA Commodities), temporary Drought Food Assistance Program, Brown Bag, Harvest Bag, Healthy Food for Local Families and Senior Farmer's 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 Assistant Manager and other support staff to provide nutritious food to 60+ 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.
- Determines commodities menu, calculate quarterly food requirements and place annual USDA commodities order.
- Work closely with Community Food Programs Assistant Manager and Warehouse Manager to track and balance inventory county on a monthly basis. Plan monthly USDA commodities orders.
- 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 USDA reports, notification of changes to distributions, updates to distribution calendars, site renewals, program files, etc.
- Assure adequate site management of distribution processes in the field.
- Facilitate training opportunities 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 community 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.
- 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 (CFPM) position and certify that I can perform these essential functions.

Applicant/Employee Signature

Date

The Food Bank Coalition of San Luis Obispo County is an at-will, equal opportunity employer and does not unlawfully discriminate on the basis of race, creed, national origin, genetic information, disability, sex, marital status, age, or any other protected status covered by federal or state law. This job description does not constitute an employment agreement and is subject to change.