



Program Coordinator: Mobile & Permanent School Pantry

Position Description

Department: Programs & Services

Status: Full-time, Non-Exempt, Hourly pay range \$18-\$19 (DOE)

Schedule: Monday – Friday, 40 hours per week

Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 11 Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan paid by employer. Employee Assistance Program.

***Second Harvest Food Bank requires all new hires to be fully vaccinated for COVID-19.** This policy complies with all applicable laws. If any questions regarding this policy, please inquire.

Would you like to go to work knowing that every day you'll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank that's exactly what you'll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

About Second Harvest Food Bank of Orange County

Second Harvest Food Bank (SHFB) is a purpose-driven organization committed to doing whatever it takes to ensure all are well fed. Providing dignified, equitable and consistent access to nutritious food creates a foundation for community health and is a catalyst for societal transformation. Since 1983 we have been a source of food security to all members of our community when they need our help.

POSITION PURPOSE: The role of the Program Coordinator is to manage the Mobile School Pantry Program and the Permanent School Pantry Program. The primary objective of this position is to coordinate all aspects of both feeding programs to ensure food-insecure individuals, families and children are being provided fresh, nutritious food at locations throughout Orange County.

The Mobile School Pantry (MSP) Program includes free "farmer's market" style distributions at schools once a month – overseen and run by school staff and parent volunteers. The Permanent School Pantry (PSP) Program includes on-site pantry spaces at schools or community centers that serve children in low-income communities.

ESSENTIAL FUNCTIONS:

- Oversee all aspects of coordination for the Mobile School Pantry (MSP) & Permanent School Pantry (PSP) Programs.
- Develop, maintain, and cultivate new and existing partnerships.
- Lead the annual MSP school district approval, school (re)application, interviewing, and school approval processes with the support of the Programs & Services Supervisor.
- Train and supervise all MSP & PSP partners. Set proper expectations for program operations to ensure the program model is carried out by partner staff and volunteers at all times. Training for parent volunteer will be in English and/or Spanish.
- Proactively look for solutions to partner challenges in executing the MSP & PSP Programs, including providing guidance and/or working with internal SHFB departments to overcome obstacles.



- Provide ongoing support to partners via email, phone calls and in-person or Zoom meetings as needed.
- Communicate and work with SHFB Logistics and Operations departments to effectively execute the MSP & PSP Programs, as needed.
- Ensure client database integrity with weekly database checks; create and maintain a simple, standardized intake process for new clients, and clean-up database as needed. Ensure partners are keeping client database always updated.

OTHER DUTIES INCLUDE:

- Provide continuous feedback and insight to the Director of Programs & Services about product needs; advocate on behalf of your partners so that we can better understand their needs and build our operating plan around those insights.
- Actively participate in weekly team meetings and report updates, concerns, and successes in group meetings and at 1:1s.
- Attend webinars and trainings to increase food bank, child hunger, and Feeding America knowledge.
- Assist in collecting client stories for grant reports and various Development Department needs.
- Other duties as assigned.

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

- Ability to lift 25 pounds to carry equipment and supplies as needed.
- Regular driving throughout Orange County.
- Extended periods of sitting to meet with clients and while working on a phone and computer.
- Indoor office environment and indoor warehouse environment with moderate noise at food bank location.
- 25%-50% of time spent off-site at Community Partner locations and attending various meetings.
- Office hours are 8am – 4:30pm, but schedule varies based on Department needs. Possible evening and weekend hours.

REQUIREMENTS:

- Bilingual English/Spanish required.
- Bachelor's degree or equivalent job experience.
- Must be proficient in Microsoft Office: Word, Excel, Outlook, and PowerPoint.
- Experience with program coordination a huge plus.
- A professional who is a reliable communicator and actively engaged member of the team.
- Self-starter with the ability, confidence, and good judgment to move projects forward with minimal supervision from direct Supervisor.
- Relationship management skills. Nurture strong professional relationships with coworkers, Mobile School Pantry & Permanent School Pantry partners – current and potential, and external stakeholders.
- Excellent, professional verbal and written communication skills. Communicate comprehensively with the Programs & Services Supervisors and the Director of Programs & Services, on an on-going basis.
- Proven experience using logical reasoning to identify areas for improvement and problem-solve. Proactive about seeking solutions in order to meet Program, partner and team goals.



- Dedication to continuous improvement and experience with making changes that lead to improved results.
- Time-management and organizational skills. Proficient in handling multiple tasks and timelines.
- Experience with databases and analyzing data to influence programmatic shifts needed.
- Excellent data entry skills. Prior experience utilizing complex databases is a plus.
- Proven team player. Understand the collective effort it takes to distribute millions of pounds of food out into the community via our Partner Network each month, and work across the team and organization in order to succeed together. Volunteer to assist co-workers within and across departments of Second Harvest within reason so as not to negatively impact personal workload.
- Compassionate and strong. Sensitive to partners' and clients' hardships and empathetic, and committed to working in partnership with our partners to find solutions that are mutually beneficial.
- Flexible and adaptable to change. Understand that non-profit work is constantly evolving and be comfortable with shifting priorities.
- Commitment to living out Second Harvest's core values of Compassion, Integrity, Stewardship, Service Excellence and Diversity.
- Valid Driver's License and Insurance.

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer