



Partner Compliance & Capacity Specialist **Position Description**

Department: Programs & Services

Status: Full-time, Non-Exempt, Hourly, Starting pay \$27.43/hour

Schedule: Monday – Friday, 40 hours per week, remote 2 days & in-office 3 days 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's (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security to all members of our community when they need our help

POSITION PURPOSE:

The Partner Compliance & Capacity Specialist plays a key role within the Programs & Services Department. The Partner Compliance & Capacity Specialist is responsible for the compliance of over 200 non-profit organizations and houses of worship that we work with to directly feed the Orange County community. In addition, the individual in this role will develop strong relationships with our Partner Network and will be heavily involved in our partner growth/evolution and capacity building tactics.

ESSENTIAL FUNCTIONS:

- Serve as the representative of Second Harvest Food Bank with new and potential partners as the first individual from our team that they interact with. Responsible for creating a solid foundation for which our partnerships are built from and setting clear expectations from the get-go.
- Oversee all aspects of partnership compliance on an ongoing basis, including but not limited to:
 - Safe Food Handling certifications
 - Liability Insurance
 - 501c3 status & linkage documents
 - Out of County Agreements
 - Monthly reporting
 - Partner site visits
- Become an expert on Feeding America & TEFAP compliance requirements and nuances, and ensure we are in compliance at all times.
- Lead the partnership application process – including reviewing applications monthly and working with department leadership to approve or decline applications based on SHFB capacity, partner readiness, etc. Responsible for maintaining a big-picture outlook when making these decisions. This includes, but is not limited to:
 - Initial phone call
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- Partnership Application review (including documentation collection and pre-operational site visit)
- Partnership overview including training on monthly reporting & tour of SHFB Distribution Center
- Introduction to appropriate SHFB Programs & Services team members
- Maintain digital files for each partner, including all documentation required by Feeding America. Files must be audit ready at all times.
- Ensure Traditional Partner, TEFAP, and Meal Provider monthly reporting is completed on-time and accurately by all partners. Proactively look for anomalies in the data and seek out answers from partners to correct errors.
- Complete TEFAP monthly reporting for CDSS in collaboration with Operations Department.
- Ensure our inventory management system is kept accurate and up to date with partner information – including addresses, contacts, and hours of operation.
- Conduct partner site visits as assigned. Utilize partner site visits to cultivate relationships and identify areas for improvement. Be proactive about asking questions and seeking rich information about our partners and their operations. Follow-through on items discussed with partners during site visits.
- Work with department leadership on corrective action items that result from site visits. Hold partners accountable for meeting our partnership requirements and expectations.
- Lead our efforts to carry out our partner capacity building tactics, including but not limited to:
 - Maintain “Partner Capacity Building Needs” spreadsheet and track items provided – including refrigerators, freezers, pallet jacks, etc. Work closely with partners to help identify capacity building needs.
 - Partner volunteer capacity building: This is an initiative within our organization’s Strategic Plan. Take the lead on partner survey creation, survey collection, and data analysis. Lead brainstorming sessions and utilize creative problem-solving to address partner volunteer capacity challenges. Work closely with the Volunteer Department to identify opportunities for supporting our partners’ volunteer needs.
 - Partner convening: Take a lead role in planning and executing annual partner convenings (frequency, attendance, and location are subject to the results of planning efforts and the purpose of different types of events).
- Oversee annual Harvesters Innovative Service Awards grant opportunity, including application creation and collection, application review, communication with Harvesters, award ceremony coordination, as well as partner grant reporting and partner check-ins.
- Participate in the Service Insights platform grant process, including contributing to efforts and discussions to identify partner readiness, and other tactics that come out of this multi-year project.
- Work closely with the Marketing Department to elevate our partner presence on social media, identify partners to highlight for media and newsletter stories and partners to assist with client story collection. Become well-versed in SHFB Marketing protocols and efforts.
- Work closely with the Programs & Services team and 2-1-1 of Orange County (and/or other entities) to ensure their website contains accurate information about our partner network.
- Actively look for ways to continually improve the effectiveness of our partnerships and identify challenges to be resolved and opportunities for capacity enhancement.
- Serve as the main point of contact for volunteers that provide translation support for department documents. Take the lead on working with volunteers to get documents translated in a timely manner.
- Oversee the timeline and execution of annual partnership processes – including annual Partnership Agreement creation/ revision and execution, etc.
- Responsible for making decisions that are in the best interests of SHFBOC and in compliance with all Feeding America requirements.

OTHER DUTIES INCLUDE:

- Assist in collecting client stories for grant reports and various Development Department needs.
- Assist in the grant reporting process in collaboration with the Development Department.
- Assist in hosting donors and others at our Partner locations for site visits, as needed.
- Attend webinars and trainings to increase food bank and Feeding America knowledge.



- Lead or assist with special projects, as needed and as they arise.
- Other duties as assigned.

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

- Ability to lift 25 pounds to carry equipment and supplies as needed.
- Occasional driving throughout Orange County to visit partner distribution locations.
- Extended periods of sitting while working on a phone and computer.
- Indoor office environment and indoor warehouse environment with moderate noise at food bank location.
- Office hours are 8am – 4:30pm, but schedule varies based on Department needs. Possible evening and weekend hours.

REQUIREMENTS:

- Bachelor's degree or equivalent job experience.
- Bilingual English/Spanish preferred.
- Must be proficient in Microsoft Office: Word, Excel, Outlook, and PowerPoint.
- Excellent data entry skills. Prior experience utilizing complex databases is a plus.
- Relationship management skills. Nurture strong professional relationships with coworkers, partners – current and potential, and external stakeholders.
- Excellent, professional verbal and written communication skills.
 - Ability to speak comfortably in front of groups and lead trainings.
 - Excellent writing skills for partner communication and proposals.
 - Timely, professional, and courteous email skills.
 - Will ask questions, voice opinions, and share feedback proactively.
- Project management. This position is very project oriented. Proficient in handling multiple tasks and timelines. Ability to prioritize workload, track project progress, and effective at wrapping up projects in a timely manner.
- Time-management and organizational skills.
- Accountability. Holds oneself accountable for assigned responsibilities and sees tasks through to completion. Has high standards of integrity.
- 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.
- 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.
- Initiative. Willingness to take appropriate action to solve a problem or to get a job done.
- Compassionate. 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 Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship.
- 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