



Partner Compliance & Capacity Specialist Position Description

Location: Irvine, CA
Reports to: Director of Programs & Services
Status: Full-time, Non-Exempt, Hourly, Starting Pay \$27.43/hour
Schedule: Monday – Friday, 40 hours/week; Hybrid (remote 2 days/in-office 3 days/week)
Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 15+ 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 and Employee Assistance Program paid by employer.

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.**

We are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship** in pursuit of our mission.

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 for 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 leading the capacity building tactics of our Partner Network. In addition, the individual in this role will develop strong relationships with our Partner Network and will be heavily involved in compliance of over 150 non-profit organizations and houses of worship that we work with to directly feed the Orange County community.

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 from which our partnerships are built and setting clear expectations from the get-go.
- Lead our efforts to carry out partner capacity building tactics, including but not limited to:
 - Oversee partner equipment needs including documenting partner needs, purchasing items, and tracking items provided. Work to identify equipment capacity building needs.
 - Develop strategies and toolkits for advancing the implementation of client choice distributions across the Partner Network and lead those implementation efforts.
 - Create partner learning and capacity building opportunities. Evaluate partner feedback, identify opportunities for improvement, then develop and implement a plan for addressing partner capacity challenges.
 - Lead our planning efforts to host partner convenings (frequency, attendance, and location are subject to the results of planning efforts and the purpose of different types of events)
- Social Media:
 - Manage our department's social media and YouTube accounts in collaboration with the Marketing Department, including creating content, moderating content, and ensuring brand alignment at all times.



- 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.
- Lead community and resource fair food distribution efforts; build relationships with external service providers (including OC SSA), coordinate with internal departments, and lead occasional food distribution events in the community – often in the evening or on weekends.
- Oversee our work with translation service providers.
- Work in collaboration and conjunction with the department's other Partner Compliance & Capacity Specialist, who will lead our compliance efforts.
- Support all aspects of partnership compliance on an ongoing basis.
- Become an expert on Feeding America & TEFAP compliance requirements and nuances, and ensure we are in compliance at all times.
- Support the partnership application process.
- Maintain digital files for each partner, including all documentation required by Feeding America. Files must be audit ready at all times.
- Support Traditional Partner, TEFAP, and Meal Provider monthly reporting collection.
- Ensure our inventory management system is kept accurate and up to date with partner information – including but not limited to 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.
- Work in collaboration with the Development and Marketing Departments, we needed.
- 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.
- Support our annual partnership processes – including the annual Partnership Agreement process.
- Responsible for making decisions that are in the best interests of SHFBOC and in compliance with all Feeding America requirements.
- 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.

REQUIREMENTS:

- Bachelor's degree or equivalent job experience.
- Bilingual in English and Korean, Vietnamese or Spanish required.
- Technical skills – proficiency with Microsoft Office Suite and experience with databases.
- Social media skills – understanding various platforms, creating content, tracking trends, analyzing data, and moderating content.
- Project management skills – with the ability to work under pressure, balance competing priorities, consistently meet deadlines, and delegate tasks with appropriate guidance.
- Relationship management skills for working with a diverse set of food bank staff, government entities, external stakeholders, community partners, and clients.
- 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.
- Excellent data entry skills. Prior experience utilizing complex databases is a plus.
- Time-management and organizational skills.
- Valid Driver's License and Insurance.

PROFESSIONALISM:

- 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.

PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:

- Ability to lift 25-50 pounds.
- Regular driving throughout Orange County to visit partner distribution locations.
- Extended periods of sitting while working on a phone and computer.
- Indoor office environment and warehouse environment with moderate noise at food bank location.
- Office hours are 8am – 4:30pm, but the schedule varies based on Department needs. Possible evening and weekend hours on occasion.

The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management's discretion. This position description is not intended to create contractual obligations of any kind.

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.
