



Partner Compliance & Capacity Manager Position Description

Location: Irvine, CA
Reports To: Director of Programs & Services
Status: Full-time, Exempt (Salary), Grade Level: 10; Starting pay: \$70,446 - \$74,590/year
Schedule: Monday – Friday, 40 hours/week; Hybrid (remote 1 day & in-office 4 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 community members in Orange County? At Second Harvest Food Bank that's exactly what you'll be doing – contributing to our mission to provide food for those who need it. You'll be working alongside team members who are committed to living out the Food Bank's core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship. Come join our upbeat, collaborative team who are improving lives every day.**

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 DESCRIPTION:

The Partner Compliance & Capacity Manager plays a key leadership role within the Programs & Services Department in support of SHFB's Strategic Plan and Feeding America's Strategic Framework. The Partner Compliance & Capacity Manager is responsible for leading all aspects of the development, implementation, continuous improvement, and growth of our partner compliance initiatives (such as food safety education and adherence, Feeding America compliance requirements, USDA/TEFAP regulations, etc.) and partner capacity building initiatives (such as advancing client choice implementation, partner communication, partner equipment needs, translation services, and more.) In addition, the individual in this role will lead or support various Partner & Community Engagement strategies (such as partner communication, program evaluation, advisory groups) and our future Holistic Supports work.

ESSENTIAL JOB FUNCTIONS:

- Directly manage and lead 2-3 full-time Specialist-level staff members.
- Lead and develop the processes for and implementation of the tactical aspects of SHFB's Strategic Plan initiatives within the Programs & Services department (including partner capacity building and program evaluation).
- Lead and develop the processes for and implementation of the tactical aspects of Feeding America's Strategic Framework initiatives within the Programs & Services department (increasing neighbor access & experience, increase holistic supports, increase neighbor engagement).
- Lead or support our Partner Compliance strategies, such as:
 - Partnership Application process (including re-application process)
 - Partnership Agreements
 - Partner training, certification, and insurance requirements
 - TEFAP compliance and reporting
 - Digital file management
 - Ensure department-wide adoption of compliance requirements
 - Food safety education



- Partner onboarding and offboarding processes
- Lead or support our Partner Capacity Building strategies via partner grants, such as:
 - Partner equipment and resource needs
 - Client choice advancement
 - Translation services
 - Advocacy
 - Transportation best practice
 - Volunteer program capacity
 - Sourcing capacity
 - Fundraising capacity
 - Operational capacity
 - Marketing capacity
- Lead or support our Partner & Community Engagement strategies:
 - Partner communication (capacity building updates, social media, Agency Portal, etc.)
 - Program evaluation, partner network & community feedback, partner Quarterly Pulse Report in collaboration with the SHFB Data Analyst
 - Community Outreach Campaign in collaboration with SHFB Marketing Department
 - Community conversations, partner advisory board, partner convenings, partner tours
- Develop and lead our future Holistic Supports strategies and manage future staff within this focus area.
- Work collaboratively with the Programs & Services Manager to implement strategies, manage change, and addresses challenges together.
- Become an expert on Feeding America, CDSS/TEFAP, and Second Harvest compliance requirements; ensure Programs & Services department and partner compliance. Foster strong relationships with FANO and CDSS staff.
- Become an expert on food safety rules and regulations; ensure Programs & Services department and partner compliance. Foster strong relationships with OC Health Care Agency staff.
- Identify and recommend ways to continually improve the effectiveness of our partnerships and identify challenges to be resolved and opportunities for capacity enhancement.
- Manage employees including performance management, administration, training and development, workflow, and organizational planning, hiring and placement.
- Develop, maintain, and cultivate strong partnerships with our community partners and other external stakeholders.
- Carry out relationship-building visits at partner locations.
- Support the grant application and reporting process in collaboration with the Development Department, as well as marketing and public affairs efforts in collaboration with the Marketing Department. Carry out client story collection processes.
- Work closely with the Director of Programs & Services to provide recommendations for operational efficiencies, opportunities for program growth and advancement, and staff performance.
- Other duties as assigned.

REQUIREMENTS:

- Minimum 2 years of experience supervising and directing the work of others.
- Minimum 3 years of experience working in the non-profit industry.
- Proven success in effective change management.
- Project Management certification or training – strongly preferred.
- Program or project evaluation – strongly preferred.
- Trauma-informed care training or experience – strongly preferred.
- Outstanding relationship management skills for working with a diverse set of food bank staff, government entities, external stakeholders, community partners, donors, and clients.



- Proven success in program development, management, and leadership of team members.
- Oversight of process, procedure and compliance implementation – including accountability.
- Public speaking skills and ability to represent Second Harvest to external partners, donors, Board Members, and the media.
- Analytical skills and ability to run technical reports and draw insight to lead decision making.
- Understanding of budget management.
- Executive function and discernment; ability to make high-level decisions within the scope of the department or in absence of senior leadership.
- Technical skills – proficiency with Microsoft Office Suite and experience with databases.
- Existing relationships and/or knowledge of OC non-profits preferred.
- Valid Driver's License and personal Auto Insurance.

PROFESSIONAL QUALITIES:

- Provide guidance, support, and compassionate leadership to direct reports. Approach leadership as an opportunity to coach and develop employees, setting direct reports up for success while holding them accountable for their responsibilities. Foster a welcoming environment that is conducive to learning and development.
- Work proactively with direct reports to mitigate challenges from arising; anticipate opportunities for improvement.
- Compose detailed, informative, and diplomatic written communication to partners and staff.
- Maintain a positive attitude and diplomatic demeanor while working with individuals of diverse personalities, cultures, and age groups.
- Take direction, follow procedures and instructions, possess the ability to work independently and diligently, and take initiative with minimal need for oversight.
- Self-directed and possess the ability to manage multiple projects and competing priorities while maintaining high levels of performance.
- Consistently and effectively handle difficult conversations – in person, virtually, or phone.
- Represent self and Second Harvest in a professional manner through dress, speech, and demeanor both internally and externally.

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.