



Program Supervisor Position Description

Location: Irvine, CA
Reports to: Programs & Services Manager
Status: Full-time, Salary/Exempt; \$70,304 - \$77,800/year
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 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:

We're looking for a compassionate and detail-oriented **Program Supervisor** to join our team and help lead our Recurring Delivery program. In this key leadership role, you'll oversee all aspects of the implementation and continuous improvement of the Recurring Delivery program, which provides food and compliance oversight for over 120 partner organizations' food distributions. You'll ensure smooth day-to-day operations, meet programmatic goals, ensure compliance with Feeding America and USDA guidelines, work closely with staff and partners to strengthen the program and community impact, and directly supervise the work of 2-3 full-time staff.

ESSENTIAL JOB FUNCTIONS:

- Directly supervise 2-3 full-time staff members. Includes:
 - Training and coaching of team members.
 - Ensuring adherence to policies and procedures.
 - Operational focus; ensuring day-to-day task and project execution.
 - Biweekly 1:1s with direct reports & biweekly RD team meeting (alternating)
 - Maintaining knowledge of staff schedules and performance.
 - Ensuring active engagement with community partners.
 - Step in to provide coverage and partner support when staff are unavailable or during periods of staff turnover.
- Carry out the responsibilities and expectations as detailed in the Supervisor Manual, Agreements, training documents, and additional policies and procedures.
- Become an expert on Feeding America and food safety rules and regulations.
- Identify and recommend ways to continually improve the effectiveness of our partnerships and identify challenges to be resolved and opportunities for capacity enhancement.
- Oversee the timeline and execution of programmatic Strategic Plan and goals for Recurring Delivery, including Program expansion initiatives or Program changes.
- Oversee the timeline and execution of grants specific to Recurring Delivery or Traditional Partners.
- Provide hands-on support and guidance to Program Coordinators during times of program growth and challenges.



- Provide oversight of direct report site visits including monitoring site visit frequency, reviewing visit results and follow-up items, and provide guidance on non-compliance issues. Collaborate closely with the Partner Compliance & Capacity team members on compliance issues and capacity building efforts.
- Develop, maintain, and cultivate strong partnerships with our community partners and other external stakeholders.
- 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 Programs & Services Manager to provide recommendations for operational efficiencies, opportunities for program growth and advancement, and staff performance.
- Other duties as assigned.

REQUIREMENTS:

- Bachelor's degree or equivalent experience.
- Bilingual English/Spanish preferred.
- Minimum 1 year of experience working in the non-profit industry.
- Minimum 1 year of experience supervising and directing the work of others, or professional roles showing increasing levels of responsibility or leadership in past roles.
- Training and coaching experience – with direct reports, peers, or external partners.
- Project management skills – with the ability to work under pressure, balance competing priorities, consistently meet deadlines, and delegate tasks with appropriate guidance.
- Excellent communication skills – both verbal and written, as well as a commitment to clear communication.
- Relationship management skills for working with a diverse set of food bank staff, government entities, external stakeholders, community partners, and clients.
- 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 Insurance.

PROFESSIONAL QUALITIES:

Fundamental qualities, traits or attributes expected of a candidate to display in the role. Candidates may display greater aptitude for these qualities to progress.

- Provide guidance, support, and compassionate supervision to direct reports. Approach supervision 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 over the telephone.
- 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.