



**Second Harvest Food Bank Santa Cruz County
Community Partnerships Coordinator
\$48,027-\$52,291 Annualized Salary
Non-Exempt**

About Us:

Come join Second Harvest Food Bank of Santa Cruz County! We are the first food bank in the State of California, and the second in the nation. We pride ourselves in providing 10 million pounds of food annually to over 65,000 people per month through our network of 100-member agencies and programs. We believe that a thriving community is one where everyone has access to nutritious food to support their health and wellbeing. Our team is dedicated to inspiring and supporting our community to provide nourishment for all community members.

Second Harvest seeks to attract and retain a diverse workforce that brings a broad range of perspectives and experiences to our work. We value lived experience alongside learned experience and we encourage you to apply, even if you don't believe you meet every one of our qualifications. We welcome applications from all qualified individuals, including applicants with a criminal history.

About the position:

The Community Partnerships Coordinator (CPC) is an integral part of the Programs department; they maintain a portfolio of Neighborhood Food Distribution sites administered by the food bank throughout Santa Cruz County. S/he is responsible for the day-to-day coordination of food distributions at their portfolio of Neighborhood Food Distribution sites; including setup and takedown of food distribution equipment, accurate data collection to track distribution impact, and coordinating the work of site volunteers. The CPC brings energy and impact to the community through its Food Access Ambassadors Program, empowering dedicated volunteers to lead and operate food distribution sites. With a hands-on approach, the CPC creates dynamic reports and engaging presentations while providing top-notch training and support to volunteers for the Neighborhood Food Distributions, ensuring every effort makes a meaningful difference in the lives of those they serve.

REPORTS TO: Agency Network Manager

SUPERVISES: Volunteers, Interns

JOB SUMMARY:

Neighborhood Distribution Program Services (40%)

- Manage operations and logistics at the Neighborhood Food Distributions located throughout Santa Cruz County, ensuring a positive distribution experience for participants.
- Receive orders at the site, sort, and place items on tables for distribution to participants.
- Ensure that all stock and inventory items are maintained per all applicable policies and procedures.
- Maintain proper USDA recordkeeping of participants receiving food; including accurate data collection to track participant numbers, inventory levels, and required demographic data.
- Build community and relationships with participants, connecting to common values.
- Communicate any program-site-related issues to the Supervisor and/or Programs team to collaborate on solutions.
- As needed, collect additional data (demographics, participant, or volunteer surveys) at the site to contribute to shared knowledge.
- Take the lead on the Community Needs Assessment activities to understand community needs and perceptions better, and better inform them of what the team can do to attract more participants.

Food Access Ambassadors Program (40%)

- Develop and update the Food Access Ambassadors program
- Manage the work of volunteers: delegating projects and tasks to volunteers to assist with Neighborhood Food Distributions.
- Recruit, train, and retain volunteers to help run and support Neighborhood Food Distribution.
- Set up monthly check-ins with Food Access Ambassadors to hear feedback and implement changes.
- Build community and relationships with Food Access Ambassadors, participants connecting to common values, and ensuring high volunteer engagement and retention.
- Manage and upkeep volunteer database and all information, record volunteer hours using Volunteer Hub.
- Engage volunteers in appreciation activities.

Participant Advisory Council (15%)

- Serve as the leader in the Food Bank participant advisory council ensuring representation from all parts of the county
- Work with the Agency Partnerships Director and Chief Programs Officer to create agenda, and presentation for monthly meetings
- Share feedback from council to food bank leadership to provide accurate services

- Communicate effectively and respectfully with people of different racial, ethnic, and cultural groups, different backgrounds, and lifestyles, demonstrating a knowledge of, and sensitivity to, their needs.

Other (5%)

- Serve as the face of the Food Bank, representing the organization with a high level of customer service both in the office and in the community.
- Develop and maintain effective working relationships and deal tactfully and cooperatively with staff members, volunteers, agencies, community organizations, participants, and potential donors.
- Work and coordinate with other departments to set up site visits for them to document qualitative field observations (such as participant stories) to help spread awareness and support for network agencies.
- Generate performance reports for program compliance, support with grant proposals, board reports, and program effectiveness.
- Support team with special projects as needed
- Prepare correspondence, attendance tracking, reports, forms, and schedules on time; proofread typed and other materials for accuracy, completeness, and correct bilingual language usage.
- Participate, as needed, in special SHFB food bank events to educate the community and promote the food bank's goals and programs.
- Participate in professional development coaching and/or training as needed on community engagement or other topics of interest to improve practices.
- Other duties as assigned.

QUALIFICATIONS:

Education and Experience:

- Experience serving low socio-economic residents in a government, nonprofit or faith-based organization.
- Experience with community engagement and knowledge of community resources (governmental, community, and social service organizations and their functions)
- Experience with data entry, database management, and record keeping.
- Bachelor or associate degree in education, sociology, psychology, community studies, social work, public health, or other related field; **OR** two years of college course work **OR** equivalent education and experience equal to two years of experience for one year of education/course work **OR** High school diploma and equivalent experience.

Knowledge/Skills/Ability:

- **Bilingual English/Spanish required.** Bicultural strongly preferred.
- Able to communicate respectfully with people from different racial, ethnic and cultural groups, and from diverse backgrounds and lifestyles; sensitivity and understanding of diverse, socio-economic, cultural, disability, and ethnic backgrounds of residents in the community at-large.

- High degree of flexibility, ability to multitask, and meet strict deadlines.
- Strong personal computer skills, including spreadsheet and word processing to generate files and manipulate data, utilizing spreadsheet and word processing tools.
- Correct English and Spanish usage, spelling, grammar, and punctuation
- Basic filing and record-keeping methods and procedures.

Additional Requirements

- Must have access to a motor vehicle, as well as valid auto insurance coverage.
- Must have a valid California Driver's License and a satisfactory driving record, as documented by a current MVR (will be obtained by the Food Bank's insurance carrier).
- It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.
- Demonstrate ethical business practices, in conformance with all state and federal laws and regulations.
- Commitment to serving vulnerable populations and ending hunger in Santa Cruz County
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance.
- Adherence to all applicable federal and state laws and regulations including, but not limited to, those governing confidentiality, privacy, program, billing, and documentation standards.
- Ability to meet the following physical requirements with or without reasonable accommodation:
 - Able to hear conversations on the phone and in-person. The person in this position frequently communicates with participants regarding Neighborhood Food Distribution policies and products; must be able to exchange accurate information in these situations.
 - Be able to read, write, and interpret written reports, documents and manuals.
 - Able to safely lift or carry items weighing up to 50 pounds.
 - Stocking, lifting and walking around 3 or more hours
 - Bi-manual dexterity and able to use a computer keyboard.
 - Frequent standing and sitting throughout the day.
 - Use hands to manipulate, handle, feel, and control items or equipment, including laptop computer and pantry inventory.
 - Frequently works outdoors, in all weather conditions: Neighborhood Food Distributions occur rain or shine.
- Given the front-line nature of our work, there will be instances where staff are required to work a flexible schedule in order to respond to community needs. Advanced notice will be provided.
- In instances of a federal, state or locally declared emergency, Second Harvest is considered an essential service and emergency responder; all its employees may be called in to perform regular or emergent duties.

STANDARD WORK SCHEDULE: Start and end times vary but must be available between the

hours of 8:30AM-7:00PM, Monday through Friday. Must be able to work weekday evenings in order to best reach the community. Occasional weekend work is required.

WORKSITE: 800 Ohlone Parkway, Watsonville, CA 95076

WORK FROM HOME: Not Eligible

Job Details: This is a full-time, regular, non-exempt position with an hourly rate of \$23.09 - \$25.14, depending on education and experience.

BENEFITS: We offer competitive salaries and benefits and a rewarding work environment.

PAID TIME OFF: new hires accrue three weeks of vacation time in their first year of service, in addition to paid 10 company holidays, and 12 sick days, per year.

HEALTH AND WELLNESS:

- ✓ 4 Gold-rated medical plans: employer covered at 90%-80% depending on the plan.
- ✓ 100% employer-paid benefits for employee Vision, Dental, Life, Long-Term Care, Long-Term Disability, Accidental Death & Dismemberment and Employee Assistance Program
- ✓ Employer subsidized vision and dental insurance for dependents.
- ✓ AFLAC supplemental plans
- ✓ Health Care and Dependent Care Flexible Spending Accounts (FSAs)
- ✓ Supplemental coverage on Life and AD&D plans
- ✓ Pet Insurance

FINANCIAL BENEFITS

- ✓ 403(b) Retirement Plan with generous employer contribution.
- ✓ Tuition reimbursement program

To Apply: Please apply at <https://www.thefoodbank.org/careers>. This position is open until filled.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Second Harvest is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes

pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

Second Harvest will consider qualified applicants with a criminal history pursuant to the California Fair Chance Act. You do not need to disclose your criminal history or participate in a background check until a conditional job offer is made to you. After making a conditional offer and running a background check, if Second Harvest is concerned about a conviction that is directly related to the job, you will be given the chance to explain the circumstances surrounding the conviction, provide mitigating evidence, or challenge the accuracy of the background report.

The above statements are intended to describe the general nature and levels of work to be performed and are not intended to be an exhaustive list of all responsibilities and duties.

My signature on this document indicates receipt of a copy of this job description and my understanding and acceptance of these job responsibilities.

Employee Signature: _____

Date: _____
