



Second Harvest Food Bank Santa Cruz County
Partnership Compliance 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 150-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 Partnership Compliance Coordinator (PCC) represents the Food Bank to our network of 60+ member agencies and 42+ Community distribution sites, which consist of churches, schools, shelters, and non-profit organizations; providing an excellent customer service experience for our network, ensuring and monitoring compliance and membership status for all members in the network, and developing and providing resources for their needs.

REPORTS TO: Agency Network Manager

SUPERVISES: Volunteers, Interns

JOB SUMMARY

Partner Agency Assistance and guidance (40%)

- Build strong collaborative relationships with member agencies and key volunteers; ensuring a robust, positive working relationship and upholding the Food Bank's excellent reputation in the community.

- Deliver technical assistance and training to Agencies as needed.
- Provide information, referrals, and resources to strengthen the ability of member Agencies' food programs to respond to participant's food needs.
- Develop and arrange workshops and other training forums designed for member Agencies, based on agency surveys and other mandatory compliance assessments.
- Continually monitor Agencies for growth or decline and make appropriate changes to help develop new members or to support those in decline.
- Work with the agency team and Chief Programs Officer (CPO) to provide the vision and strategic planning to grow the Partner Agency Network and Community Distribution Network access in our county.
- Work with team, Agency Team and other departments to resolve agency logistical issues.
- Ensures that Agency web orders are acknowledged, fulfilled, and processed promptly and accurately.
- Actively look for ways to continually improve the effectiveness of our partnerships and identify challenges to be resolved and opportunities for capacity enhancement.
- Contribute information to the organization and work with the Agency Partnerships Director (APD) and Agency Network Manager to plan the quarterly Partner Agency meetings and Partner Agency newsletters.

Compliance Monitoring and Data Entry (40%)

- Oversee all aspects of partnership compliance on an ongoing basis, including but not limited to:
 - TEFAP compliance
 - Safe Food Handling certifications
 - Liability Insurance
 - 501c3 status & linkage documents
 - Partnership & Program Agreements
 - Redistribution Agreements
 - 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.
- Complete TEFAP monthly reporting for CDSS in collaboration with the Operations Department.
- Oversee and conduct on-site visits and keep appropriate records to ensure Partner Agency compliance with all applicable requirements.
- Implement training to ensure that all member Agencies are properly trained and certified in food safety; as well as civil rights provisions and recordkeeping procedures.
- Ensure Agency Partners and community distribution sites, participation data, and Grocery Rescue monthly reporting are completed on time and accurately by all partners. Proactively look for anomalies in the data and seek out answers from partners to correct errors.
- Maintain a yearly Agency monitoring schedule to ensure each member Agency complies year-round.
- Conduct partner site visits as assigned. Use 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 with the CPO and APD to prepare reports, analyze data, and create other documentation to measure the scope and effectiveness of the agencies.

- Oversee the timeline and execution of annual partnership processes – including annual Partnership Agreement creation/ revision and execution, etc.
- Responsible for maintaining agency and community distribution management system. Making sure it is kept accurate and up to date with partner information – including but not limited to addresses, contacts, and hours of operation.

New Agencies and Community Distributions (20%)

- 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 the partnership application process. Responsible for maintaining a big-picture outlook when making these decisions. This includes, but is not limited to:
 - Initial phone call
 - Determine basic eligibility
 - Partnership Application review (documentation collection and pre-operational site visit)
 - Oversee the orientation and onboarding process for new network organizations as needed.
 - Partnership overview including training & tour of SHFB Warehouse
- Maintain digital files for each partner, including all documentation required by Feeding America and TEFAP (if applicable). Files must be audit-ready at all times.
- Respond to inquiries from community organizations interested in becoming Partner Agencies of the Food Bank.
- Evaluate applications from potential new member agencies or community distributions sites; using standardized and robust criteria to identify which organizations to approve for addition to the partnership network.
- On an annual basis work with the CPO and APD to update requirements as needed.
- Support in technological advances as needed
- Research community needs regarding hunger and existing community-based resources to map areas of need unmet by our current agencies.
- Work to recruit Agencies to serve as USDA, grocery rescue, and congregate feeding Partner Agencies.

Other (5%)

- Coordinate with different 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 grant compliance; create or collect supporting materials and documentation for grant proposals, board reports, and program effectiveness.
- Support team with special projects as needed
- Prepare correspondence, attendance tracking, reports, forms, and schedules in a timely manner; 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 goals of the food bank and its nutrition program.
- 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

Bachelor's degree in social services or related subject, or equivalent experience. One to three years' work experience in a coordinator, compliance role in social services, customer service, the food industry, or a related position. Non-profit experience preferred. ServSafe® certification is a plus.

Knowledge/Skills/Ability

- Strong organizational skills that reflect the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
- Excellent communication skills, including proven ability to promote information via electronic communications and social media, telephone, by mail, and in-person.
- Ability to communicate effectively and respectfully with people from different racial, ethnic, and cultural groups and different backgrounds and lifestyles.
- Ability to develop and maintain effective working relationships and deal tactfully, cooperatively, and effectively with staff members, volunteers, program participants, partner agencies, and community organizations.
- Ability to organize work, set priorities, exercise independent judgment, and demonstrate flexibility in balancing the needs of various programs and staff.
- Ability to demonstrate high accuracy in data entry and database work.
- Proficient in Microsoft Excel, Teams, and the Microsoft Office Suite generally.
- Bilingual English/Spanish preferred.

OTHER 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 agencies who have inquiries about their orders, statements, needs; must be able to exchange accurate information in these situations.
 - Must be able to sit at a desk or in a vehicle for long periods to perform certain job functions.
 - Be able to read, write, and interpret written reports, documents and manuals.
 - Able to safely lift or carry items weighing up to 50 pounds.
 - Bi-manual dexterity and ability to use a computer keyboard.
 - Frequent standing and sitting throughout the day.
 - May work in outdoor weather conditions.
 - Use hands to manipulate, handle, feel, and control items or equipment, including laptop computer and motor vehicle.
 - Climb up or down stairs.
 - The person in this position needs to frequently walk to various outreach site locations.
- 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: Our regular business hours are Monday – Friday, 8:00-5:00pm. Occasional weekend or evening work may be 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: _____
