



Second Harvest Food Bank Santa Cruz County
Chief Community Impact Officer
\$150,465 - \$163,839
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 Chief Community Impact Officer (CCIO) is a strategic executive-level thought partner who leads the Food Bank's efforts to build and sustain hunger-free communities by leading a department of community-centered team members that develop and manage an array of programs, services and partnerships.

This position serves on the Food Bank's executive leadership team and has direct oversight of the following areas:

1. Health & Wellness programs: nutrition education and lifestyle coaching
2. Safety Net programs: CalFresh (food stamps), CalWORKS, and others
3. Partnerships: managing our network of 60+ member Agencies who (in addition to the 20+ community sites), make up our food distribution and grocery rescue network.

The CCIO ensures continued funding through effective stewardship of government and private philanthropic support and seeks to maximize impact and build the capacity of our network through collaborations with partner service programs, the State of CA, community and religious leaders, Feeding America, and Second Harvest staff. The CCIO also engages the Board of Directors frequently (under the direction of the CEO) and staffs designated board committees and workgroups.

REPORTS TO: *Chief Executive Officer*

SUPERVISES: *Health & Wellness Director, Agency Partnerships Director, Case Specialist Manager*

JOB SUMMARY:

Leadership and Strategic Vision (50%)

- Ensures that the Food Bank is a catalyst for long-term social change focused on the eradication of hunger and its root causes.
- Provides strategic vision and leadership to Second Harvest Food Bank's organizational goals and activities; bringing a strong passion for Second Harvest's mission and vision, as well as the ability to communicate this passion to others.
- Identifies opportunities for the Food Bank to be innovative and impactful, as well as a catalyst for community building and social change, in alignment with the organization's strategic plan.
- In concert with the CEO: engages in strategic, state, and national partnerships to alleviate hunger and poverty.
- Serves as a member of the Food Bank's Executive Team and works collaboratively with colleagues throughout the organization to ensure the alignment of all departments to the strategic plan.
- Identifies opportunities to break down silos and ensure transparent and effective communication and partnership across departments.
- Positively contributes to the organizational culture by promoting and modeling organizational values.
- Provides strategic vision and structure for all program areas: nutrition and wellness programs; CalFresh; Partner Agency management; food distribution services; SB 1383 (grocery rescue), and other partner agency and participant related activities.
- Provides strategic recommendations for resource allocation to align with departmental and/or organizational goals.
- Works to build a culture that is anchored by community-driven principles within a network of Partner Agencies and Second Harvest's direct service programs.
- Manages departmental resources and forecasts financial plans; engages in philanthropic efforts such as grant writing and support to advance resources in the department

Program Effectiveness (20%)

- Leads the design, development, delivery, and the quantitative and qualitative evaluation of the organization's community impact resulting from departmental activities.
- Ensures oversight for the following areas: agency relations, program volunteers, nutrition programs, education and outreach, policy and advocacy, and program planning and evaluation – guides continuous improvement in these areas.
- Maintains a clear understanding and connection to the needs of our clients, partners, and community in order to stay forward-thinking about what services to provide; develop structures for engagement of partners and participants.
- Prioritizes client feedback in program evaluation and improvement efforts and utilizes relevant decision-making data.
- Deploys resources effectively and efficiently towards program goals, working with staff to balance workload and effort.
- Ensures that the Food Bank's direct service programs are designed using internal and external data, evidence-based best practices, and stakeholder feedback.
- Oversees program evaluations to ensure continuous improvement and the highest impact.
- Leads the Food Bank's focus on outcomes in addition to outputs at the program, community, and systems level.
- Ensures the continuous flow of relevant impact data/stories that lead to increased investment and facilitation of public and private partnerships.
- Opens and closes program sites as needed to best meet changing community needs.
- Works towards increasing the capacity of our Partners to be more effective in their hunger relief efforts.
- Maintains an active Participant Advisory Council with scheduled regular meetings, to facilitate communications with participants, volunteers, staff, partner programs and community leaders.
- Works with Development & Marketing around outreach and engagement opportunities across social and print media.
- Oversees relevant contract and grant obligations with local jurisdictions and other funders, provides stewardship.

Mentoring, Supervision and Departmental Management (10%)

- Directly supervises senior programs department staff and builds their skills and confidence so that they can mentor, encourage and motivate staff.
- Provides assistance and guidance on how to troubleshoot program and staff performance challenges.

- Mentors team leaders on how to proactively engage in planning to improve program management.
- Provides regular feedback so that staff can continuously improve their supervision and mentoring skills.
- Clearly communicates goals, outlines responsibilities, and implements yearly strategic activities.

External Collaborations (20%)

- Fosters collaboration with other organizations to establish innovative partnerships that address hunger and food insecurity across the region.
- Serves as an ambassador and representative of the Food Bank with a range of stakeholders, donors, government agencies, clients, community-based partners, and the media.
- Maintains positive and strategic relationships among partner agencies and other key organizational stakeholders to help advance organizational efforts.
- Establishes and strengthens SHFB's presence, reputation, and relationships among federal, state, and local policy leaders and across national, state, and local community organizations aligned with our mission and vision.
- Defines and forms strategic and/or supportive community collaborations aligned with our mission, vision, and key public policies priorities -- with formal organizations and with ad hoc groups.
- Advocates on the food bank's behalf and convenes and/or leads collaborative education and advocacy initiatives on our key issues.

QUALIFICATIONS:

Education and Experience: expertise in one or more of the following service areas: education, social service benefit administration, youth or workforce development, employment or adult education. Master's degree and two years of experience, or Bachelor's degree and 6 years of equivalent experience, in program management in a leadership role. Demonstrated experience leading a high-performing team, including professional development and mentorship. Social service and nonprofit experience highly preferred.

Knowledge/Skills/Ability:

- Works well under pressure, with good decision-making abilities and strong critical thinking. Able to think proactively, prioritize and handle a high volume of work in short timeframes. Demonstrates an ability to manage multiple projects and deadlines with changing priorities simultaneously.
- Excellent communication skills including proven ability to make quick, decisive decisions after weighing risks and reviewing data.
- Ability to take initiative: highly motivated, works well independently and collaborates as part of a team, building positive working relationships.

- Strong strategic thinking and planning skills that will help advance the growth of the department.
- Comprehensive working knowledge of program planning, organizational structure, budgeting, administrative operations, fundraising and stewardship.
- Strong aptitude with planning and designing systems-change level interventions and translating systems-change theory into practice at a community level.
- Demonstrated ability to cultivate and steward innovative program initiatives and effective relationships within a diverse community or partner service providers / funders.
- Commitment to the values of inclusiveness and community-centered leadership.
- Communicates effectively and respectfully with people from different racial, ethnic and cultural groups and/or different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs.
- *Bilingual and Bicultural (English/Spanish) strongly preferred.*

Additional Requirements

- 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, member agencies, community partners, and legislative advocacy stakeholders; 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 10 pounds.
 - Bi-manual dexterity and able to use a computer keyboard.
 - Frequent standing and sitting throughout the day.
 - Climb up or down stairs.
 - The person in this position often needs to walk to various food distribution and Partner Agency 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 business hours are Monday-Friday, 8:00 – 5:00pm. Occasional evening and weekend work is to be expected.

WORKSITE: 800 Ohlone Parkway, Watsonville, CA 95076

WORK FROM HOME: Not Eligible

Job Details: This is a full-time, regular, exempt position with a starting annual salary of \$150,465 - \$163,839; 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 10 paid 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 submit your resume and cover letter at <https://www.thefoodbank.org/careers>

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.