



of SANTA CLARA and
SAN MATEO COUNTIES

Position Announcement Regional Program Coordinator

About Second Harvest Food Bank

Based in Silicon Valley, Second Harvest Food Bank of Santa Clara and San Mateo Counties is one of the largest food banks in the nation. Currently providing food to an average of 260,000 people every month, Second Harvest is a trusted community-based organization that was founded in 1974. Despite the immense wealth in Silicon Valley, and partly due to the high cost of living, hunger and malnutrition are pervasive. The Food Bank distributes nutritious food, including more fresh produce than almost any other food bank in the country, through a network of 309 nonprofit partners at 985 sites. Second Harvest is pursuing innovative efforts to increase access to food resources as it seeks to feed more hungry people each month. To reach more people, it advocates for anti-hunger policies and connects those in need to federal nutrition programs and other food resources. To learn more about how Second Harvest is building a hunger-free community, visit SHFB.org.

About the Position:

The Regional Program Coordinator is responsible for the coordination of the field locations for food distribution programs that will ensure ongoing nutritional support to low-income individuals and families. This includes managing membership, attendance, scheduling of distributions, and the coordination with site coordinators and volunteers. This job typically requires the incumbent to work in the field a minimum of 50% of the time.

Duties and Responsibilities:

- Work in conjunction with the Program Manager to train and support site coordinators to ensure compliance with Second Harvest Food Bank's Health and Safety Plan
- Work in conjunction with the Program Manager to facilitate training in supervision techniques and customer service with emphasis on physical, cultural, and ethnic diversity
- Provide management of the distribution process for over 70 distribution locations
- Support the Program Manager in managing membership, ensuring membership, attendance and other client information is up-to-date
- Support the Program Manager in managing site and client communications
- Ensure program policies are accurate and up-to-date
- Conduct regular site visits of all distributions sites
- Assist with planning and implementation of Site Chair Meetings
- Assist the Program Manager in assessing and improving the client experience and distribution sites
- Assist the Program Manager in addressing site coordinator, volunteer and client issues in a timely and professional manner
- Provide back-up coverage in the absence of the Community Program Manager
- Perform other duties as assigned by the Community Program Manager and/or Director of Programs to satisfactorily achieve the mission and goals of the food bank

Qualifications

- Bachelor's degree from an accredited college in social services, recreation management, public administration, urban studies or a directly related field; experience may be substituted on a year-to-year basis
- Demonstrated experience in program development and/or community organizing activities
- Demonstrated ability to organize, plan and carry out activities to meet specific timelines; dependable in maintaining work hours; proven record of accuracy in completing and reviewing data

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BING CENTER
1051 Bing Street
San Carlos, CA 94070
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- Ability to make frequent changes of routine and pace of activity due to unpredictable customer demands without loss of efficiency or composure
- Ability to perform multiple duties with a minimum of supervision
- Ability to communicate effectively orally and in writing
- Excellent problem solving skills
- Ability to work independently, updating manager as needed
- Ability to work and interact constructively with individuals (Agency staff and volunteers) from a variety of socioeconomic backgrounds in a culturally diverse work environment
- Demonstrated experience working with and directing volunteers from diverse socioeconomic and ethnic backgrounds and of all ages
- Working knowledge of public and private community service resources within Santa Clara and San Mateo Counties
- Demonstrated experience using the Microsoft Office Suite of applications and in report writing
- Ability to work flexible hours, including some evenings and weekends
- Possession of a valid California Class C license and a clean DMV record. Willingness to drive personal vehicle, as necessary. Compensation for business mileage to be reimbursed at standard IRS rates
- Up to 50% of the time: remaining in a seated position while using a PC, telephone and other applicable office equipment, reading information from a PC monitor, or entering data using a PC keyboard
- Ability to perform duties in accordance with Second Harvest Food Bank’s Safety Policies and Injury Prevention Program
- Bilingual Spanish preferred

Reports To:	Regional Program Manager
Location:	750 Curtner Avenue, San Jose, CA 95125
Hours:	Full-Time, Exempt. Regular schedule with occasional weekends and evenings.
Compensation:	Competitive salary commensurate with experience. Generous health benefits, Flexible Time Off (FTO) starting at 200 hours/year, ten paid holidays, and excellent retirement savings plan.

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