



## Food Connection Application Assistance Partnership – Senior Coordinator

### About Second Harvest of Silicon Valley

Looking for mission-driven work? Do you want to go home each day knowing you've made a difference for families, seniors and those in need?

As one of the largest food banks in the nation, providing food to an average of more than one quarter of a million people each month, Second Harvest of Silicon Valley mobilizes individuals, companies, and community partners to connect local residents to the food they need. With a strong commitment to nutrition, Second Harvest distributes more fresh produce than any other food bank in the United States.

Second Harvest is a \$120 million revenue generating organization (including value of donated food) with a \$39 million cash budget for this year. A highly efficient operation, with over \$.95 of every \$1 going to programs that feed hungry people, Second Harvest is consistently recognized as a charity of choice and in 2012 OpportunityKnocks.org ranked Second Harvest as the top nonprofit to work for in the country.

Second Harvest of Silicon Valley is a high impact organization with an exciting new strategic plan to increase food distribution by 9% and increase the number of people served by 100,000. To get that done, we will focus on efficient internal operations, leveraging partnerships, making improvements to customers' experiences and by conducting effective outreach and marketing to households in need of food assistance but not yet participating in food bank programs.

<b>Reports To</b>	Director of Services, Food Connection
<b>Schedule</b>	Full Time, Monday through Friday. Some weekends and evenings required.
<b>Compensation &amp; Benefits</b>	Exempt position. Competitive salary commensurate with experience. Generous benefits provided including medical, dental, vision and life insurance. Flexible Time Off (FTO) accrues at a rate of 200 hours/year. Ten paid holidays/year, and excellent retirement savings plan.
<b>Location</b>	This position will be based at Curtner Center, San Jose office and will require off-site work throughout San Mateo and Santa Clara counties.



## **Purpose of the Position**

In close collaboration with the programs team and the Client Marketing Manager, the FCAAP – Sr. Coordinator is responsible for developing a highly effective model to increase participation in Second Harvest food programs by food insecure individuals and families in Santa Clara and San Mateo counties. This position will identify, recruit, motivate and train a network of partners that are well respected in their neighborhoods and various ethnic groups. The purpose of this role is to transform these organizations in strong and effective advocates for the food programs available in our two counties.

## **Duties and Responsibilities**

### **Identify and Build Collaboration Opportunities (~60%)**

- Interview and assess potential community partners to enroll the program
- Work with partner agencies to increase food bank and CalFresh program participation through indirect outreach
- Provide ongoing coaching to support agency partners reaching out to their clients in food resources outreach efforts
- Develop and implement training tools for agency partners and provide regular support to agencies
- Attend appropriate meetings and trainings as assigned to act as liaison with other providers
- Conduct regularly scheduled monitoring site visits
- Learn from other food banks employing this method and develop best practices for this outreach initiative

### **Develop Tools and Data Analysis (~40%)**

- Develop outreach tools for partner agencies; screening tools and presentation materials
- Develop robust tracking mechanisms and training tools for agencies
- Manage and evaluate the effectiveness of the program, conduct monthly report and analysis report
- Maintain and accurately report the number of applications and referrals, and ensure these figures are accurately recorded in the database systems

## **Qualifications**

1. Bachelor's degree in an appropriate field or equivalent directly related work experience is required. In addition, the successful candidate will possess 3-5 years of applicable work experience or 1-2 years of work experience with a Master's degree.
2. Proficiency in public speaking and presentation skills. Experience in conducting training / teaching in a classroom setting.
3. Excellent written and verbal communications skills and demonstrated ability to establish collaboration with community based organizations.
4. High proficiency facilitating problem-solving complex circumstances involving direct service partners and other community-based organizations.
5. Experience with interviewing clients/customers, discussing difficult subjects, managing challenging clients/customers, and ability to communicate effectively with clients/customers in person and on the telephone, all while maintaining appropriate boundaries. Sensitivity and cultural humility. Familiarity with issues and needs of economically disadvantaged individuals.
6. Must be an enthusiastic people person willing to work flexible hours to include occasional evenings, weekends, and holidays.
7. Project management experience and have previously led new projects and initiatives.
8. Bi-lingual in a needed language is highly desirable (English/Spanish; English/Vietnamese; English/Chinese; English/Russian; English/Tagalog). Demonstrated ability to communicate clearly verbally and in writing in both languages.