



Food Connection Coordinator Programs and Services

About Second Harvest of Silicon Valley

Based in Silicon Valley, Second Harvest of Silicon Valley 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. Second Harvest distributes nutritious food, including more fresh produce than almost any other food bank in the country, through a network of 310 nonprofit partners at 1,000 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 coordinator will be a key addition to the food connection team, reporting to the director of services, and providing administrative and operation support to the entire team and partner agencies. The position is required to effectively establish and maintain cooperative working relationships within a diverse multicultural environment.

This job might be for you if:

- You are passionate about fighting hunger in your community
- You would describe yourself as a “people person” who genuinely enjoys meeting and helping people from many diverse backgrounds and working out in the community in a variety of settings.
- You thrive with juggling a variety of types of work, from 1:1 client assistance, to administrative reports using Excel and data analysis.
- You possess cultural humility, and are familiar with the issues and needs of economically disadvantaged individuals, as well as have experience serving them.
- You take initiative, are creative, work hard, and have a “can-do” attitude.
- You enjoy working collaboratively in a team setting as well as independently.
- You take pride in your integrity and excellent customer service.

Duties and Responsibilities

1. Administrative and Reporting (~70%)

- Manage complex scheduling, and phone and email communications.
- Manage the calendar of the food connection team on a daily basis.
- Plan and organize trainings, meetings, conferences, and outreach events.
- Maintain and report the number of applications and referrals, and ensure they’re accurately recorded in database systems.



Curtner Center
750 Curtner Avenue
San Jose, CA 95125
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Cypress Center
4001 North First Street
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Bing Center
1051 Bing Street
San Carlos, CA 94070
650-610-0800



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- Collect and analyze the program data from various sources to prepare reports and presentations for management.
 - Develop necessary documents, policy, procedures and documentation for the programs and services department.
 - Serve as the point of contact, greet callers, address inquiries and answer questions about services; promptly direct messages to appropriate staff members for follow-up.
2. **Conduct and Coordinate Food Connection Outreach (~30%)**
- Conduct and coordinate outreach activities to community members and agency staff, including materials distribution, public speaking and presentations, special event outreach, and other outreach to find potentially eligible community members.
 - Coordinate with other food connection team members to schedule application sites with new and current partners and to promote services.
 - Provide food resource and CalFresh information, including prescreening and application assistance to low-income community members, primarily at off-site locations and over the phone.
 - Teach clients about the enrollment process for direct service programs and CalFresh.
 - Continually increase knowledge about food program and CalFresh eligibility, policy and application requirements.
 - Document and report qualitative field observations such as client stories or barriers to CalFresh access.

Qualifications

1. Bachelor's degree from an accredited college in a directly related field; two plus years of experience in community organizing or working in a social services environment.
2. Excellent written and verbal communications skills and demonstrated ability to establish collaboration with community-based organizations.
3. Ability to work effectively as a team member who is flexible, cooperative and willing to assist others.
4. Facilitates problem-solving in complex circumstances involving direct service partners and other community-based organizations; meets with the partner organizations' representatives, clients and service providers for assistances.
5. Ability to effectively organize and prioritize tasks in order to complete assignments within the time allotted and maintains standard workflow.
6. Excellent attention to detail, and accuracy with work products and deliverables.
7. Must be an enthusiastic people person willing to work flexible hours to include occasional evenings, weekends, and holidays.
8. Other Requirements:



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- a. Strong computer skills and proficiency with MS Office Suite (Word, Excel, PowerPoint), databases, electronic calendar, and email.
- b. Possession of a valid California Class C driver's license and a clean DMV record. Possession of car with insurance at \$100k/\$300k minimum insurance levels. Willingness to drive personal vehicle as necessary. Compensation for business mileage is reimbursable at standard IRS rate.

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| Reports To | Food Connection Director of Services |
| Schedule | Full Time, Monday through Friday. Some weekends and evenings required. |
| Compensation & Benefits | 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. |
| Location | San Jose, CA. This position will be based at the Curtner Center office in San Jose and will require off-site work throughout San Mateo and Santa Clara counties. |

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