



## Position Announcement

### Sr. Program Manager and Process Trainer

#### **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 over a quarter million 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](http://shfb.org).

#### **About the Position:**

Become part of a team working to creatively diversify our approaches and techniques to reaching more clients in need within Silicon Valley. This position is responsible for documenting these developing processes; capturing and tracking their evolution and then developing a learning strategy and actual teaching curriculum which enables the training of internal staff and our volunteers. The Sr. Program Manager collaborates with a wide variety of staff and volunteers to ensure they have the training tools and materials to support these new approaches and practices. Some of the key responsibilities of the Sr. Program Manager will be the following:

- Documenting and tracking changing in key program delivery processes
- Assessing training needs/gaps
- Conceptualize training materials based on data and research
- Communicate training needs and online resources
- Develop training tools and materials to support the to-be processes, adapt as needed
- Conduct training of staff and volunteers

#### **This job might be for you if:**

- You are passionate about fighting hunger in your community.
- You enjoy developing and maintaining relationships and possess cultural humility in your work with a diverse set of clients, volunteers, partner organization representatives, and food bank colleagues.
- You are able to handle ambiguity and change.
- You are skilled in and enjoy the challenge of identifying, planning, designing and implementing training programs and curriculum.
- You enjoy using creative and innovative approaches to teaching and training and have experience conveying important processes in non-standard environments.
- You have the ability to anticipate, to predict or expect what's ahead; You proactively recognize and respond to patterns and trends.



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- You embrace the importance of the customer and volunteer experience, always ensuring the best possible levels of service quality are maintained.
- You are capable of representing the Programs and Services department and Second Harvest at both internal and external meetings.

#### Qualifications

- Bachelor's degree from an accredited college in social sciences, or a directly related field; experience may be substituted on a year-to-year basis.
- Demonstrated experience in developing and delivering training. Experience in a nonprofit setting desirable.
- Experience working collaboratively with diverse community groups and in diverse environments.
- Ability to perform multiple duties independently with a minimum of supervision.
- Proven ability to work as a team player, establish, and maintain good relationships with people of various ages, educational, ethnic, and socioeconomic backgrounds. Demonstrated ability to motivate individuals.
- Excellent computer skills, particularly word-processing and database management.
- Demonstrated ability to express ideas clearly via telephone, orally, and in writing.
- Possession of a valid California Class C driver's license and a clean DMV record. Willingness to drive personal vehicle, as necessary. Compensation for business mileage is reimbursable at standard IRS rate.
- Fluency in another language like Spanish, Vietnamese or Chinese, both oral and written, is a plus.

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| <b>Reports To:</b>   | Director of One Community  |
| <b>Location:</b>     | Curtner  |
| <b>Hours:</b>        | Typically M-F, 8 to 5, with the ability to work flexible hours, including some early mornings, evenings and weekends.  |
| <b>Compensation:</b> | 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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