

FOOD FOR PEOPLE, INC. Job Description

Job Title: Pantry Network Coordinator

Job Summary: The Pantry Network Coordinator provides technical assistance and programmatic support to Food for People's countywide network of emergency food pantries and congregate feeding sites. The Coordinator works on an ongoing basis with pantry site coordinators to provide a variety of nutritious foods for pantry distributions, build the operational capacity of individual pantry sites, provide ongoing training, and address challenges and needs as they arise. The Coordinator also oversees Food for People's Nonprofit Network program, helping to onboard and monitors all participating agencies accessing food bank food for their programs. The Pantry Network Coordinator is supervised by the Director of Programs.

Job Duties and Responsibilities:

The Pantry Network Coordinator facilitates the planning of monthly food allocations for pantries, fulfills all relevant USDA/EFAP requirements, and will perform the following duties considered basic and essential to the operation of the Pantry Network and Nonprofit Network programs:

Pantry Network Support and Food Resources:

- Provides technical assistance and programmatic support to pantry site coordinators on an ongoing basis
- Checks in regularly with pantry sites, via a combination of phone and visits to pantry sites, to provide individualized support or training as needed
- Facilitates regional pantry partnerships to encourage collaborations and resource sharing between pantries in close proximity to each other
- Produces and distributes a monthly Pantry Network e-newsletter prior to pantry deliveries, with relevant program and delivery updates
- Works with Operations Manager and Sourcing & Inventory Control Manager to identify the types of nonperishable and perishable foods that best meet the needs of the pantries
- Shares individual pantry menus with site coordinators monthly, makes adjustments and reallocations according to feedback, and updates all relevant site paperwork to accurately reflect the month's delivery
- Provides updated data on pantries' food order configurations for Operations and Warehouse team prior to Pantry Week packing deadline, and helps with packing, if needed as backup
- Modifies and confirms pantry delivery schedule with Food for People truck driver
- Facilitates monthly Pantry Week team meetings to review menu, pantry delivery schedule, pantry sites' feedback and requests, upcoming changes, and to solidify pallet packing plan
- Assists with deliveries to pantry sites, as needed
- Works with Warehouse Inventory Specialist, Operations Manager, and Sourcing & Inventory Control Manager to track food allocations and usage through pantry paperwork and internal inventory tracking
- Works with pantry site coordinators to develop food allocation and distribution methods that are equitable and meet the fluctuating needs of each pantry/congregate meal site, as identified in the monthly analysis of site participation data
- Provides updated data monthly on individual pantries' household numbers, perishable food needs, and perishable food storage capacity for warehouse logistics planning and inventory ordering purposes
- Supports pantries in modifying pantry design and distribution processes to adhere to COVID-19 guidelines for social distancing and safety

- Conducts all pantry visits and Food for People activities in accordance with organization's COVID-19 safety guidelines for social distancing and safety

USDA/EFAP Requirements:

- Ensures that all pantry sites are trained on and adhere to USDA Emergency Food Assistance Program (EFAP) regulations and guidelines for food distribution and storage
- Monitors each pantry location at minimum every two years, unless additional visits are required
- Follows up with each site to review any findings and provides support to ensure correct procedures are being followed
- Serves as Food for People's Civil Rights Coordinator, providing and documenting annual Civil Rights training for all pantry sites' staff and volunteers and Food for People staff, in accordance with USDA requirements
- Updates and renews site agreements with pantries on timeline established by USDA
- Provides pantry sites with updated income guidelines and other forms when changes occur
- Collects, reviews for accuracy, tallies, and files pantry USDA/EFAP paperwork and signature sheets monthly
- Reports on USDA/EFAP Monthly Household Participation using the California Department of Social Services (CDSS) established online reporting system

Program Collaboration:

- Works as a team with Choice Pantry Coordinator and Volunteer & Direct Services Manager to assist with Choice Pantry or Volunteer Program duties, as needed
- Works with Food for People's Local Food Resources Coordinator to identify options for accessing donations of fresh, local produce for pantries, as well as promoting yearly, countywide food drives for non-perishable food items
- Coordinates with Food for People's Outreach team to schedule regular pantry site visits for CalFresh outreach and nutrition education, and to offer educational outreach materials, recipes, and classes or other forms of education for Pantry Network households
- Promotes Food for People's seasonal produce markets and Mobile Produce Pantry distributions across the Pantry Network
- Works with the Executive Director and Director of Programs on grant requests and reports that offset Pantry Network program costs

Pantry Summit:

The in-person Pantry Summit has been put on hold during the COVID-19 pandemic. Critical training topics, such as USDA/EFAP guidelines review and Civil Rights training can be accomplished via alternate methods:

- Plans, coordinates, and facilitates the annual Pantry Summit, inviting all Pantry Network coordinators, critical volunteers, and other community stakeholders to foster dialogue and offer continued training
- Identifies training topics, develops agenda, and selects presenters for the event
- Creates a participant folder/handbook with relevant information on presented topics and materials beneficial to pantry coordinators
- Schedules all logistics for event

Program Assessment:

- Collects and maintains current information concerning the physical capacity of each pantry site, dry storage and refrigeration/freezer capacity, distribution processes, and client and infrastructural needs

- Identifies program budget, grant, or other opportunities to meet pantries' infrastructural needs
- Collaborates with St. Joseph Health, California Center for Rural Policy and other community partners to support periodic surveys of client satisfaction and needs at pantry sites
- Works with pantry sites to coordinate connections, communications, and training for accessing resources for pantries, including:
 - Donations of excess food from local grocery stores and other businesses
 - Local grants/funds to support food pantry operations and food purchases

Nonprofit Network:

- Provides application materials to nonprofit agencies interested in joining Food for People's Nonprofit Network program
- Ensures that all required application materials have been submitted by agencies, including updated list of Board of Directors and proof of safe food handling certification
- Conducts the initial agency site monitoring upon receipt of completed application materials
- Conducts annual monitoring of Nonprofit Network partners in accordance with Feeding America standards and alerts Executive Director of any problems observed
- Works with Executive Director to review and update Nonprofit Network application materials annually

Record Keeping:

- Submits time sheets, expense reports, volunteer hours reports, and monthly program reports in accordance with internal Food for People requirements
- Maintains up-to-date contact info for all pantry and congregate feeding sites in our network
- Maintains up-to-date distribution schedule and locations for all pantries in network and reports changes to CDSS
- Maintains up-to-date inventory of equipment and appliances purchased by Food for People for use by specific pantry sites
- Collects, files, and reports all EFAP/USDA Household Participation Data (HHP), with accuracy and in keeping with monthly deadlines
- Collects and develops relevant and updated program statistics for internal tracking and grant reporting purposes
- Maintains calendar of completed and upcoming required USDA pantry monitorings
- Updates and maintains procedures manual for the Pantry Network program
- Maintains all computerized program data collection records
- Submits all required monthly forms and reports in a timely fashion
- Submits monthly reports to the Director of Programs

Organizational Responsibilities:

- Attends and participates in relevant staff and/or board and committee meetings
- Participates in staff development activities/trainings as needed to complete job duties or as required by the Director of Programs or Executive Director
- Responsible for developing and maintaining positive, effective working relationships with fellow staff, volunteers, board members, and countywide pantry sites
- Ensures that all food bank clients, volunteers, and donors are treated with dignity and respect
- Participates in organization's public awareness events, community outreach, and fundraising activities, as needed

- Provides ongoing input and communication within Food for People's web and smartphone-based logistics app
- Adheres to all COVID-19 safety protocols established by organization
- Performs other duties as needed and/or upon request
- Reports on-site for scheduled days and hours

Qualifications:

Must possess a combination of education, experience, skills, and abilities necessary to carry out the job, including but not limited to the following:

- Ability to work with sensitivity and without discrimination towards people of diverse cultures, races/ethnicity, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations.
- Demonstrate and encourage a professional and positive attitude in all job-related activities
- Excellent interpersonal and communication skills
- Demonstrates initiative and the ability to work independently to implement project activities
- Comfortable working with a consensus approach to share decision-making with co-workers and project partners
- Demonstrated ability to effectively prioritize tasks and meet deadlines
- Ability to mediate and communicate effectively in situations of conflict
- Personal ability to motivate and relate positively to groups and individuals
- Word processing, Excel, database, and data processing computer skills
- Strong math reasoning and computational skills for planning food allocations and tallying household participation data
- Familiarity and comfort utilizing a smartphone for organization's logistics communications app (stipend provided for cell phone use)
- Ability to lift 50 pounds repetitiously
- Valid California Driver's license and good driving record
- Spanish language proficiency helpful