

Position Title: Food Security Manager (2)
Reports To: Program Director
Supervises: Volunteers
Salary Range: \$50,000 - \$54,000
Date Updated: July 2022

Summary:

Middleton Outreach Ministry (MOM) is working to bring our community together to create food and housing security through action and advocacy. The Food Security Manager (2) is responsible for overseeing the guest grocery delivery program, the guest e-pantry, the Clothing Center, the MOM Family Garden, and the satellite gardens, as well as provide support to the Food Pantry as needed.

The Food Security Manager (2) will provide culturally inclusive, trauma-informed services that incorporate research-based best practices into the programs by developing and maintaining partnerships with volunteers, donors, and community agencies. The ideal candidate will have a proven ability to foster coordination and cooperation among diverse groups with sometimes competing goals. In addition, they will be committed to getting results in a fast-paced and complex environment.

A flexible schedule will be needed between 8am – 5:00pm, flexing hours as required for volunteer and program support. The Food Security Manager 2 is responsible for providing a combination of in-person and on-all Saturday morning shifts from 9am – 12pm and Wednesday evening shifts from 4pm – 6:30pm on a rotating schedule with the Food Security Manager (1).

The Food Security Manager (2) will:

General Program Management

- Create and maintain access-oriented free-choice guest procedures for assigned programs using a racial equity lens and oversee guest registration. Oversee all assigned program delivery (including outside of regular business hours).
- Develop and oversee the e-pantry (online) food security program.
- Create a delivery system that ensures deliveries are organized, consistent, and accurate.
- Provide oversight to the Clothing Center, working closely with the lead volunteers.
- Collaborate timely and effectively with the Food Security Manager (1) on procurement needs for assigned programs. Oversee, manage, track, order, and report on program supplies for assigned programs with budget.
- Manage the process of accepting donations of clothing and food, including coordinating food drives, in collaboration with the Food Security Manager (1) and the MOM Development team. Form partnerships with the community to ensure program inventory levels remain consistent at little to no cost to MOM.
- Manage the Food Security Top 10 list in collaboration with the Food Security Manager (1).
- Design and implement program evaluations to measure service delivery and formulate action plans to address issues in collaboration with other staff members.
- Engage in outreach and advocacy efforts to enhance MOM's mission and to support donations and volunteer recruitment. Attend community meetings, as assigned. Reply to community members who are inquiring about assigned programs.
- Complete and submit expense reports, requests for payment, invoices, and program metrics in a timely manner to ensure operations are in line with designated objectives.
- Oversee composting initiatives at MOM.
- With the Food Security Manager (1), ensure that the Distribution Center spaces are organized, accessible, and maintained.
- Other duties may be assigned.

Volunteer Management for assigned programs:

- In collaboration with the Volunteer Program Manager, create meaningful volunteer experiences that provide educational opportunities for both individuals and groups.
- Oversee, effectively communicate with, and train volunteers to ensure the programs are successful.
- Communicate recruitment and volunteer staffing needs timely with the Volunteer Program Manager to ensure adequate volunteer staffing of the clothing center, delivery and e-pantry program and garden.
- Ensure that volunteer shifts are filled and identify gaps and action steps for unfilled volunteer shifts as needed.
- Partner with the Food Security Manager (1) and Volunteer Program Manager to communicate with volunteers any changes in schedules, job duties, and agency updates.
- Facilitate monthly volunteer meetings to provide updates to volunteers and ongoing training, and to hear feedback and consult on program operations.
- In conjunction with the Volunteer Program Manager and Food Security Manager (1), conduct bi-annual all volunteer meetings.

Qualifications:

We're seeking candidates who excel in relationship-building, are innovative and resourceful, and have strong project management skills. You:

- Identify solutions to complex problems, approaching them with curiosity and collaboration.
- Are willing to actively engage in personal and professional work around cultural competency and knowledge of racial justice values.
- Communicate clearly in a variety of settings requiring strong verbal, written, interpersonal and group presentation skills. Excellent listening skills required.
- Can oversee large numbers of volunteers, multi-task, delegate successfully, and thrive in a fast-paced, challenging work environment.
- Work cooperatively with others including staff, volunteers, guests, and community leaders.
- Display a high degree of independent judgment and discretion due to the high degree of exposure to sensitive and confidential information.
- Are a strong analytical thinker with problem solving and communications skills (both written and oral) with attention to detail.
- Have excellent organizational skills and the proven ability to successfully handle multiple projects and meet critical deadlines.
- Can create and maintain effective working relationships within the agency and with other external agencies and community groups.
- Are service-oriented and personable.
- Are adaptable to changing organizational needs.
- Have a valid driver's license and are willing and able to drive the MOM truck when needed (CDL not required).

Preferred Experience:

- Associate's degree in human services, business management, or other related field, or relevant work experience.
- Experience with food security, food pantry and/or warehouse operations preferred.
- Experience working with and leading individual and group volunteers. Demonstrated ability to provide exceptional volunteer support.
- Knowledge and experience with guest and volunteer database systems

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This position has considerable contact with the public and with vulnerable populations. A criminal background check and a Motor Vehicle Record check will be completed by The Employer Group prior to hire.

Staff Core Competencies:

At MOM, no matter the role, we all are stewards of community resources, using them to best serve guests towards our mission and vision. To do this, we bring community members, both donors and volunteers, together to create a lasting impact. The Food Security Manager is an integral part of MOM's team and all staff must demonstrate specific core competencies.

Working Conditions:

Physical Requirements: Mostly active, but some sedentary work, exerting 25-40 lbs. of force on a somewhat regular basis.

Physical Activity: Primary working position standing, with occasional sitting, stooping, crouching, and kneeling; frequent reaching, carrying, lifting, pushing, pulling, fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-near.

Work/Environmental: Moderate to loud noise level, cement floors and temperature variations consistent with a warehouse environment.

Personal/Physiological: Interaction with people, working around people, planning of activities, making judgements in emergency situations, frequent changes in duties and volume of work, intra-organizational communication.

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.