

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 Pantry Network Coordinator is supervised by the Volunteer & Direct Services Manager, with support provided 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 program:

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, Zoom, and/or visits to pantry sites, to provide individualized support or training as needed
- Facilitates regional pantry partnerships and meetings (via Zoom or other safe methods for COVID-19 safety) 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
- 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
- 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
- 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
- Modifies and confirms pantry delivery schedule with Pantry Network truck driver
- Works as a team with Operations and Warehouse staff to help pack orders for Pantry Week delivery
- Works with Warehouse Inventory Specialist, Operations Manager, and Inventory & Sourcing Control Manager to track food allocations and usage through pantry paperwork and internal inventory tracking
- 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
- 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:

The Pantry Network Coordinator will work under the guidance of the Director of Programs on all duties concerning USDA and EFAP (Emergency Food Assistance Program) regulations and compliance:

- Ensures that all pantry sites are trained on and adhere to USDA/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 free 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 safer, 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 local food pantry coordinators and community members to assess the availability of local resources for infrastructure needs, volunteer recruitment, and supplemental food, including the availability of:
 - Donations of excess food from local grocery stores and other businesses
 - Volunteers to collect donated food from businesses/farms on a consistent basis
 - Local grants/funds to support food pantry operations and food purchases

Nonprofit Network:

- Provides application materials to nonprofit agencies interested in joining the Nonprofit Network
- 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 Volunteer & Direct Services Manager, 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
- 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