

Rhode Island Community Food Bank

Job Description

Position Title: Agency Programs Coordinator

Reports To: Agency Programs Manager

Status: Non-exempt (Hourly)



Our Mission: To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Our Vision: We envision a state where no one goes hungry.

Diversity Statement: The Rhode Island Community Food Bank embodies diversity, serving every part of our state and engaging people from all communities and backgrounds in our work. We are an open and inclusive organization that welcomes, respects, and values all people. Diversity strengthens our organization, so we take responsibility for attracting employees, volunteers and supporters with diverse identities and life experience. When we seek out, recognize, and cultivate diversity within our staff, we create an enriched and more inclusive work environment. Ultimately, it is our collective wisdom that enables us to achieve our mission with creativity and compassion.

Position Summary: The Agency Programs Coordinator is responsible for the coordination of on-site visits in accordance with standards set by Feeding America and Food Bank policies. He or she provides assistance to member agencies including improving the use of Food Bank resources, coordinating activities, providing educational programs such as workshops, community meetings, forums, and one-on-one support. He or she is responsible for finding innovative ways to increase the capacity of our members, developing programs in underserved communities, and researching, analyzing, and reporting on progressive ways of distributing community food to people in need in a dignified manner. He or she works as a team member to achieve the goals and objectives of the department and carry out the mission of the Food Bank. Additionally, the coordinator is responsible for overseeing specialized programs.

Duties and Responsibilities:

1. Agency monitoring and coaching support:
 - a) Conducts on site visits to agencies to ensure compliance with Feeding America and Food Bank policies and procedures.
 - b) Provides one on one support and coaching services to agencies to improve or enhance their food assistance programming.
2. Reporting and documentation:
 - a) Creates reports for agencies per program policy requirements, and as needed.
 - b) Maintains agency database in accordance with program policies.
 - c) Maintains agency hard files to ensure that all member files are up-to-date and in compliance with auditors.
3. Provides ongoing education and technical support to member agencies:
 - a) Develops agendas and facilitates agency orientations for new members and new staff and volunteers at member agencies.
 - b) Works with agencies to help them understand the procedures for ordering and communicating with the Food Bank.
 - c) Prepares all training materials and arranges hospitality for these events.
 - d) Develops and conducts educational workshops for members.
 - e) Supports the annual member agency recertification process.
 - f) Supports department events, including but not limited to the annual agency conference and annual meeting.
 - g) Support the department in maintaining accurate and up-to-date manuals and training materials.
 - h) Understands and promotes progressive community food practices, including all are welcome and great customer service using cultural awareness practices.

- i) Understands and supports the role of agencies in Food Bank contingency planning.
- j) Participates in planning, coordination, and facilitation of annual Regional Forums with team.
4. Assists with program development and procedure/policy review including:
 - a. The implementation of strategic plan goals and objectives, as assigned.
 - b. The implementation of special distribution programs as assigned.
 - c. Membership activities, policies, and procedures.
5. Facilitates and/or participates in additional community meetings, collaborations, and forums as assigned.
6. Develops written materials, videos, displays, etc. Delivers presentations on Food Banking, agency, and hunger related issues.
7. Other duties as assigned.

Skills and Qualifications:

- A Bachelor's degree or five years related work experience or the equivalent.
- Bi-lingual verbal and written Spanish.
- Experience in customer service and working in or with social services community organizations.
- Ability to obtain food safety certification.
- Ability to work with people from diverse social and ethnic backgrounds.
- Experience in community outreach.
- High level facilitation skills and experience with program development.
- Effective problem-solving skills and ability to quickly assess issues and develop new strategies.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook) and standard office equipment.
- Ability to manage multiple projects with attention to detail, deal with interruptions, and maintain focus on tasks while producing accurate work.
- Ability to communicate effectively when speaking and in writing using standard forms of professional and office communication.
- Ability to make presentations and develop and deliver reports to a varied audience.
- Familiarity and comfort with virtual platforms such as Zoom and Teams.
- Ability to work independently and as part of a team.
- Must be able to pass a criminal background check.

Working Conditions: Work is typically performed in an office using computers and phones extensively and out at member agencies and organizations in the community. Regularly drives to sites out in the community. Occasionally walks through the warehouse (to give tours at agency orientations and as needed), and is subject to varying temperatures (exposed dock, coolers, and freezers) in all seasons, on occasion. May lift, move, and carry objects up to 35 pounds on occasion. If the need arises, works outside of normal working hours and occasional travel may be required.

By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

Employee Signature

Date