



## FOOD for LANE COUNTY JOB DESCRIPTION

**POSITION TITLE:** Partner Agency Services Coordinator

**RESPONSIBLE TO:** Programs and Services Director

**HRS. PER WEEK:** 40 hrs./wk. Must be available occasionally on evenings and weekends.

**CLASS:** Non-exempt

**COMPENSATION:** \$17.56 or above per hour, starting rate negotiable depending on experience. Paid sick leave, vacation, and holidays on a pro-rated basis; health insurance benefits offered after 60 days of employment; other benefits after 90 day mutual trial service period is satisfactorily completed.

**SUMMARY of POSITION:** The ideal candidate for this position is a unique mix of a motivational coach, counselor, educator, trainer, compliance monitor, event planner, and program coordinator. He or she must be able to work in a high-energy, fast-paced environment with constant interruptions and changing deadlines, and be very comfortable juggling priorities, meeting multiple requests, handling a large amount of detailed work, and a high volume of phone and email communications. The main responsibilities include serving as a liaison with nonprofits and religious organizations (partner agencies) that receive food from the food bank for the purpose of serving people experiencing hunger in Lane County. This position is one of a team of two Partner Agency Services Coordinators that provide a range of assistance, education and training and support to partner agencies. The person in this position must excel at creating and sustaining relationships. This position uses motivational techniques with partner agencies so they can envision excellence and execute plans that will elevate them towards a high level of service delivery.

### **PRIMARY TASKS & RESPONSIBILITIES:**

**PARTNER AGENCY SERVICES COORDINATOR:** The person in this position works in constant collaboration with a co-Coordinator to provide services to 150+ partner agencies throughout Lane County.

- ❖ Provides a range of assistance, support, and motivational counseling to partner agencies and facilitates collaboration
  - Maintains regular and open communication with partner agencies and serves as a liaison to FFLC
  - Trains and orients new partner agencies
  - Assists partner agencies with issues related to service delivery, food ordering, food safety, and civil rights
  - Coordinates regular partner agency meetings, an annual partner agency conference, and other training opportunities

- Facilitates networking between partner agencies to enable them to problem-solve together and share resources and information
  - Receives and resolves service complaints from clients and/or partner agencies with good conflict resolution skills
  - Motivates partner agencies to improve service delivery in a positive and encouraging way; recognizes and appreciates high-performing agencies
  - Promotes and shares information about hunger, food security, and community resources with partner agencies
  - Coordinates regularly with many departments within FOOD for Lane County to handle special orders, schedule changes, or food quality issues
- ❖ Ensures partner agency compliance to guidelines and procedures
- Conducts annual monitoring site visits during required time frame
  - Provides support, feedback, and guidance to partner agencies to ensure compliance with all relevant federal, state, and county requirements; this requires extensive learning of the applicable contracts
  - Provides annual required civil rights training to partner agencies
  - Ensures proper training and certification for food safety, compliance with civil rights law, and network distribution policies
- ❖ Collects, analyzes and disseminates accurate data
- Maintains master partner agency database; ensures that information is accurate and updated
  - Maintains accurate and updated partner agency files
  - Shares updated agency information with front desk, warehouse staff, and other relevant FFLC staff on a regular basis
  - Compiles statistics for FFLC publications, news releases, and outreach
  - Analyzes data to identify trends; researches anomalies
  - Accurately updates and enters data into Primarius, FFLC's inventory system
  - Submits required reports to Oregon Food Bank, Lane County, and other grantors
  - Reports monthly statistics to Programs and Services Director

PROGRAM COORDINATION: Each Partner Agency Services Coordinator is responsible for coordinating programs operated by FOOD for Lane County. The current programs are Extra Helping and Trillium Produce Plus.

- ❖ Program Development and Coordination
- Supervises all aspects of the operation of the food distribution programs
  - Coordinates the application process for new program sites and evaluates applications
  - Coordinates food distribution times with warehouse staff and deliveries with drivers
  - Provides training, ongoing support and assistance to program sites' coordinators

**OTHER TASKS & RESPONSIBILITIES:**

- Represents FOOD for Lane County with knowledge and respect
- Actively demonstrate FFLC's values of compassion, collaboration, and inclusion
- Follows FFLC policies and procedures, and policies of other organizations with which FFLC has contractual obligations
- Attends monthly all-staff meetings, Programs & Services Team meetings, Inventory meetings, and other meetings as appropriate
- Attends Oregon Food Bank quarterly meetings when appropriate
- May represent FFLC with community based organizations and on committees related to food security
- Performs other tasks as requested by supervisor

**SKILLS AND QUALIFICATIONS:**

- Education and/or training relevant to the position
- Experience working with rural communities
- At least three years of experience in program coordination
- Exceptional organizational skills
- Excellent verbal and written communication skills
- Strong presentation and training and/or public speaking skills
- Strong problem-solving and analytical skills
- High level of computer proficiency, especially with Microsoft Office suite of programs
- Ability to establish and maintain effective working relationships with diverse people
- Ability to manage multiple projects with attention to detail, handle interruptions, maintain focus on tasks and produce accurate work
- Ability to quickly learn and absorb contractual requirements
- Knowledge of social service network in Lane County
- Knowledge of issues regarding hunger and poverty
- Experience working with programs that serve low-income, diverse and multicultural clients
- Ability to supervise and motivate volunteers
- Ability to work closely with a co-coordinator, which requires clear communication and a collaborative attitude to share the workload
- Possess a current Food Handler's Card and ServSafe certification, or willingness to obtain required certifications within six months of hire
- Ability to work in an open office environment with noise and interruptions.
- Current driver's license, safe driving record, current vehicle insurance, and ability to use personal vehicle for FFLC business
- Spanish language fluency preferred
- All offers for employment are contingent on a satisfactory background check.