

# Second Harvest Food Bank Santa Cruz County

## Deputy Director

### EXEMPT



Second Harvest Food Bank provides over 8 million pounds of food assistance annually, to over 55,000 people per month, through its network of 200 member agencies and programs. By increasing access to healthy food, Second Harvest is making a profound impact towards growing a healthier community.

### JOB SUMMARY

*Reports to: Chief Executive Officer (CEO)*

*Supervises: Director of Agency Network Services, Director of Community Outreach, Senior Warehouse Manager, Safety Coordinator*

Reporting directing to the CEO, the Deputy Director is responsible for all aspects of outreach, operations, and advocacy at Second Harvest. Working closely with senior management, the Deputy Director directs the development of strategic and operating plans to achieve short and long-term program and service objectives. They provide strong, proactive leadership to maintain a positive climate that motivates employees, as well as being an effective advocate for change and growth. They are an experienced executive and dynamic leader with the demonstrated ability to work collaboratively across multifunctional teams, with strong interpersonal and judgment skills, capable of juggle multiple complex projects.

This position has four key areas of focus:

1. Ensures the healthy running of our operations, including inventory management, food safety, audit compliance, and efficient receiving/shipping methods.
2. Manages the outreach and advocacy work of our CalFresh program (formerly known as food stamps), ensuring team members meet goals by going out into the county to inform, educate and recruit the community to take advantage of the food benefits (and other resources) they qualify for.
3. Oversees the strategic planning of our Agency Network: mapping gaps in access to food distribution points, creating streamlined push models for our agency food pickups and deliveries, and creating strategic food donor and agency partnerships.
4. Takes a leadership role in advocating for anti-hunger policies, ensuring the needs of our clients are being met today, and in the future.

### Department Leadership

- Creates an inspiring vision that cultivates a sense of team.
- Models and drives strong project management, ensuring integration and communication, robust workplans, and visible accountability for objectives.
- Directs, manages, supervises, evaluates, trains and motivates staff; providing direct supervision, performance evaluations, and recommendations for salary adjustments for members of the operations and outreach team.
- Ensures that operations and outreach department staff receives appropriate training in key job elements, cross training, volunteer supervision, and food bank policies and procedures.
- Guarantees the successful completion of department goals and projects, as required by outside grants and contracts.
- Builds and maintains pro-active staff professional development planning process for the department.

- Communicates effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates knowledge of and sensitivity to their needs.

#### Warehousing, Logistics, Compliance and Auditing

- Works with the Director of Agency Network Services, Senior Warehouse Manager, and Safety Coordinator to ensure the highest efficiency of warehouse operations including receiving, distribution, food sourcing, transportation, inventory management, and food safety.
- Ensures compliance to Department of Health, FDA, USDA, OSHA, DOT, and all other regulatory agencies and laws governing business operations. Overall responsible for compliance with AIB and Feeding America's applicable guidelines resulting in satisfactory monitoring visits.
- Creates a strategic vision for making our operations logistics more smooth, efficient, and automated.
- Oversees a strong partnership between warehouse, programs and agencies.

#### Food Procurement & Distribution

- Works with the Director of Agency Network Services to promote donation and acquisition of a variety of nutritious foods for distribution to clients.
- Ensures compliance with USDA and California Department of Social Services requirements for Agency Partner Agreements, Storage, Distribution, Training and Reporting of USDA food.
- Provides strategic vision for the future of Agency Network Services; including streamlining opportunities, process improvements, and upgrades to distribution and procurement methods.
- Understand and leverage client experience with Second Harvest to create strong program and service matrix.
- Oversees a strong partnership between warehouse, programs and agencies.

#### CalFresh Outreach

- Guarantees the successful meeting and exceeding of contract goals and agreements with the County of Santa Cruz.
- Supports collaboration opportunities with community partners, member agencies, schools, faith-based organizations and community-based organizations to increase CalFresh participation.
- Provides strategic vision for the future of CalFresh outreach; including streamlining opportunities, process improvements, and upgrades to data collection and outreach methods.
- Oversees a strong partnership between warehouse, programs and agencies.

#### Budget & Business Process Development

- Develops budgets and monitors spending for operations and outreach department.
- Researches, recommends and implements improvements to business processes and procedures
- Develops systems and procedures that ensure smooth functioning of the operations and outreach department.
- Evaluates each area, performs departmental audits to determine cost benefit and systematically reports these results to the CEO.

- Recommends changes as necessary to improve systems or to enhance customer service.
- Develops and manages a disaster preparedness program for ready implementation in response to natural disasters and/or other situations requiring strong business continuity plan to maintain and expand food bank services as needed.

### Advocacy

- Researches, develops, and implements public policy strategies to support positions on federal, state, and local public policies that are in line with our mission and vision.
- Establishes and strengthens SHFB's presence, reputation, and relationships among and across federal, state, and local policy leaders and across national, state, and local community organizations aligned with our mission and vision.
- Defines and forms strategic and/or supportive collaborations aligned with our mission, vision, and key public policies priorities -- with formal organizations and with ad hoc groups.
- Advocates on the food bank's behalf and convenes and/or leads collaborative education and advocacy initiatives on our key issues.
- Educates, leads and advises the Board, CEO, Executive Team and staff as appropriate on key policy issues and SHFB's role, position, and messaging.

*Performs other duties as assigned.*

## **QUALIFICATIONS**

### Education, Training & Experience

A MBA degree and five years of progressively responsible experience in supervisory, administrative, and organizational functions. Or a BA/BS degree and at least ten years of progressively responsible experience in supervisory, administrative, and organizational functions. Or an equivalent combination of education and experience.

The Deputy Director will be an experienced executive who is also a dynamic leader. This individual will likely have a minimum of 10 years' experience and strong roots in social justice, program development, logistics and service delivery.

### Knowledge, Skills & Abilities

- Able to think strategically and translate strategies into actionable plans.
- Ability to supervise, train, evaluate, motivate, and retain staff.
- Ability to develop and maintain effective working relationships with staff, members of other agencies and community organizations, volunteers, donors, and funders.
- Ability to work as a part of the executive team to promote the vision and mission of Second Harvest. This includes friendly communication, teamwork, employee satisfaction, and employee retention.
- Ability to resolve conflicts and facilitate meetings.
- Ability to develop and document business processes.
- Ability to prepare clear and concise written reports and verbal presentations.
- Ability to interact positively with a diverse community of staff and volunteers
- Effective problem-solving/analytical skills
- Solid project execution skills.
- Knowledge of budgeting and administration.

- Knowledge of warehouse operations, food safety, and inventory control preferred.
- Knowledge of Microsoft Office software, databases, MS Ceres Navision, and/or other inventory/financial software programs preferred.
- Bilingual and bicultural (English/Spanish) preferred.

#### **OTHER REQUIREMENTS**

- Must have access to a motor vehicle, valid auto insurance coverage, valid California Driver's License, and a satisfactory driving record (as documented by a current MVR obtained by the Food Bank's insurance carrier), for occasional driving on the job.
- It is the responsibility of all SHFB personnel to participate in our Food Safety/Food Defense programs.

**Job Details:** This is a full-time, regular, exempt position with a salary of \$85,000 - \$110,000; depending on experience. Benefits include health, dental and vision insurance; life, long-term disability, AD&D, and long-term care insurance; 403b retirement fund; and generous paid time off. Position requires working occasional nights and/or weekends.

**To Apply:** Please send cover letter and resume **by noon on 7/20/18** to [hiring@thefoodbank.org](mailto:hiring@thefoodbank.org)

#### **SECOND HARVEST FOOD BANK SANTA CRUZ COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER.**

Second Harvest Food Bank does not discriminate because of race, religion, religious creed, color, age, sex, sexual orientation, gender (including gender identity and gender expression), national origin, ancestry, marital status, medical condition, physical or mental disability, military service, veteran status, pregnancy, childbirth, breastfeeding and related medical conditions, genetic information, genetic characteristics or any other legally protected status. The Food Bank also does not discriminate based on the perception that anyone has any of these characteristics, or is associated with a person who has (or is perceived as having) any of these characteristics.