

Position: Food Programs Manager
Exempt/Nonexempt: Non-exempt
Reports to: Programs Director
Salary Range: \$55,000-\$60,000



Job Description

About Hastings Family Service (HFS)

Hastings Family Service offers neighbors a wide range of emergency and supportive services to help with their basic needs of food, clothing, transportation and housing, and assistance finding and navigating resources during challenging times. Our staff, volunteers, donors, and partners are critical to the success of our mission to engage community to provide help and hope for neighbors. Our vision is a caring and connected community where all neighbors can thrive.

HFS Values: People come first. * Inclusion matters. * Connections fuel impact.
Community drives purpose. * Gratitude guides us.

HFS Programs and Services:

- Market food programs: in-person Market food shelf shopping, Market Express, Market Cart, Project Share holiday assistance, NAPS, Food Rescue, and Market on the Move (MOM)
- Meals on Wheels
- Just Friends Transportation
- Emergency Services/Financial assistance
- School Supplies assistance
- Project Share holiday assistance
- Information/Referral resources

Position Summary

The Food Programs Manager is responsible for leading staff and volunteers in the daily operation of hunger relief programs, managing the onsite Market food shelf programs and food outreach programs, collaborating with the Logistics/Inventory Coordinator on food sourcing, incoming and outgoing inventory, and warehouse operations. This role contributes to the overall strategic direction of food programs, assisting with program development, delivery and positive impact while championing our values of respect, generosity, and inclusion.

Essential duties and responsibilities:

1. **Food Programs Management:** work as a member of the Programs team to organize daily operations and coordinate all aspects of food programs
 - Manage the food appointment schedule for all programs including the in-person Market, drive thru food pickups, Market Express and Market Cart, working directly with neighbors to help them access needed services
 - Help develop community connections and strategic partnerships that provide greater access to food and resources; build and maintain relationships with key partners such as the senior living facilities where the Market Cart mobile produce service is delivered
 - Oversee current outreach and seasonal programs including NAPS, summer lunch/snack distribution for SPARK and RAP, and Project Share holiday meals
 - Serve as the primary contact regarding food drives and calls regarding food donations, working closely with community relations/communications staff
 - Help create and contribute to continuous quality improvement strategies
 - Coordinate the annual maintenance and repairs of food-related equipment and the Market on the Move refrigerated van
 - Help develop and monitor the budget for food programs

2. **Leadership/Staff supervision:** Directly supervise and collaborate with the Logistics/Inventory Coordinator to source and maintain the food inventory needed to efficiently operate all food programs and meet the needs of neighbors
 - Lead food sourcing and procurement: Order/purchase food from Second Harvest Heartland, Bix Produce, local grocers/wholesalers, food rescue, and other partners based on inventory needs and distribution schedules
 - Develop the menu of foods to be included in the drive thru orders, Market Express, and other outreach programs; responsible for reporting any shortages, damage or quality concerns and working with the HFS bookkeeper on any credits/charges.
 - Ensure all food safety guidelines are followed ensuring safety and quality of service; serve as the point of contact for food recalls, communicating with staff/volunteers to ensure removal from inventory
 - Help to receive deliveries and stock product when needed, backing up the volunteers and inventory/warehouse functions in the absence of the Logistics/Inventory Coordinator
 - Contribute to the team dynamic through regular communications, meetings and training.
3. **Volunteer support:** Supervise and support the work of assigned volunteers and staff, collaborating with the Volunteer Manager and all agency staff.
 - Work with the Volunteer Manager to define duties and determine volunteer needs in each program
 - Onboard and train new volunteers, supporting their efforts to grow and learn, enhancing the volunteer experience and creating an environment of fun and gratitude
 - Provide support, answer questions and communicate changes, working with volunteers to ensure processes are followed and providing backup in the Market as needed
4. **Reporting/Administration:** Accurately maintain records and tracking systems including expenditures, service statistics and food inventory data.
 - Ensure all necessary documentation and statistics are accurately collected and kept on all food programs, providing information for reports and marketing purposes
 - Manage program compliance with partner relationships with partners like TEFAP, food banks and Hunger Solutions, reporting all data as required and meeting deadlines
 - Utilize information to evaluate and improve programs and processes
 - Hold up our high standards of confidentiality
5. Other duties as assigned to further hunger relief in the area communities and serve our neighbors.

Education and Experience

- Bachelor's degree in applicable degree preferred and 2-3 years of relevant experience, OR 3-5 years nonprofit, hunger relief, program development or direct service experience
- Bilingual – fluency in Spanish strongly preferred
- Strong communication and teambuilding skills required
- Sound computer skills including MS Office 365 and database software (Volgistics/Link2Feed) and the ability to use technology to communicate and accomplish objectives
- Experience developing efficient processes and problem solving with the ability to prioritize and manage multiple tasks simultaneously; flexibility to adjust to rapidly changing environment and workflow
- Previous experience working with volunteers and strong appreciation of their contributions
- Must hold a valid driver's license and good driving record, and pass a background check

Ideal Competencies

- Strong commitment to mission, diversity, equity, inclusion, and access.

- Accuracy, attention to detail and strong time management are a must
- Desire and ability to work with people of all ages, cultural backgrounds, and life experiences and to resolve issues without judgement or bias
- High degree of confidentiality and the ability to use good judgment
- Contribute to building positive team environment and recognize accomplishments of team members; notice tasks that need to be done, ask for and offer help when needed.
- Excellent written, verbal and listening skills with the ability to build relationships with volunteers of all ages and skill levels.
- High level of personal and professional integrity, ethics, and customer service; ability to give and receive feedback and to include the appropriate people in decision-making.
- An energetic collaborator who works with a spirit of optimism and fun.
- Ability to respond positively to disruptions or unexpected changes in need or environment to do what it takes to serve our neighbors.

Physical Demands:

- Significant time spent in office settings, at desk and in meetings
- Frequent time spent in a concrete floor warehouse environment and walking throughout a large building
- Occasional need to be outdoors for food distribution events, donation processing and assisting with compost/waste management
- Physical ability to lift 30-40 lbs when event or warehouse assistance is needed, loading and unloading boxes and bags; must be willing and able to jump in to assist with deliveries and unloading/stocking as needed

*Benefits package includes medical, dental, employer paid life insurance, 403B retirement with employer match, 13 paid holidays including your birthday off, and generous vacation and sick leave in an environment where family always comes first.