

## **PRIMARY FUNCTIONS:**

The Programs and Partnerships Coordinator works with the Community Impact team to nurture and manage positive relationships with Food Bank partners and programs in assigned counties. In tandem with the Food Bank's other Programs and Partnerships Coordinator, this position will need to have the ability to travel throughout a six-county service area; expected travel will average 60%. This position plays a key role in 1) maintaining and creating effective and accurate communication and accountability between the Food Bank programs and agencies partners; 2) ensuring food safety, sanitation, and nutrition in compliance with the Food Bank membership policies; and 3) fostering connections and relationships within the communities to improve programs and partnerships.

## **SPECIFIC DUTIES:**

**Service Area: Broome, Tioga, and Tompkins Counties (other counties as needed)**

**Service Area: Chemung, Steuben, and Schuyler Counties (other counties as needed)**

1. **Program and partnership coordination:** Serves as the Food Bank point person for all program and agency partnerships in assigned counties. Understands and can convey existing program guidelines and policies. Builds relationships and rapport with partners based on trust, respect, and mutual accountability. Works closely with the Warehouse Operations to ensure delivery of Food Bank programs. Coordinate calendars and schedules of programs while ensuring that internal calendars and Food Finder information on the website are current and accurate. Misinformation or delays in updating the Food Finder or internal calendars can cause considerable damage to our relationships with partners and public standing. Identifies and screens new potential partners and identifies and helps develop new methods of working together. Takes initiative to identify and propose remedies to problems. Has strong ability to work independently as well as part of a team
2. **Communication:** Maintains regular, timely, and consistent communication with program and agency partners. Assists in the day-to-day troubleshooting and problem-solving for partners and agencies. Continually seeks partner feedback and identifies successful methods and models for program delivery. Promptly responds to concerns from partner staff, volunteers, and clients. Assists with the promotion of additional food resources to communities. Acts as a Food Bank spokesperson to the media as needed.
3. **Site Visits:** Completes all aspects of the site visit process. Schedules, conducts, and tracks biennial monitoring with partner agencies and programs to ensure food safety, sanitation, nutrition, and compliance with Food Bank policies, including TEFAP, HPNAP, and Feeding America regulations. Works with the Programs & Partnership team to determine corrective actions for compliance as needed.
4. **Coalition building:** Coordinates and co-chairs planning processes for county-based coalitions such as the Broome Food Council and Tioga Anti-Hunger Task Force. Creates agendas, captures action items, and ensures accountability and engagement of coalition members. Builds bridges between food bank agencies, program partners, and other community groups and organizations.
5. **Capacity Building:** Helps partners interpret and understand policies and procedures set forth by Food Bank, HPNAP, TEFAP, and Feeding America. Promotes resources such as HPNAP grants, Just Say Yes to Fruits & Vegetables, SNAP Outreach, federal child nutrition programs, and other community services. Assists with HPNAP Food Grants, Operations Support and Capital Equipment, turkey drive, and annual partner celebration. Works with partners on implementing and troubleshooting PantryTrak as needed. Assists in identifying and recruiting members for the Agency Advisory Committee and other partner ad-hoc groups.
6. **Collaboration:** Works closely with community partners such as Cornell Cooperative Extension and others to ensure coordination and non-duplication of programs. Represents the Food Bank on appropriate county committees and other groups as needed. Incorporate advocacy and community education as needed.
7. **Internal Communication / Collaboration:** Assists the Community Impact Manager with the evaluation of programs and partnerships. Promotes best practices and lessons learned from program and agency partners and identifies and helps develop new methods. Works closely with all other Food Bank departments to support and represent partner needs. Communicates relevant information with the Development & Community Engagement Department. Participates in monthly cross-department meetings.
8. Other duties as assigned.

**TITLE OF DIRECT SUPERVISOR:** Programs and Partnerships Services Manager

**STANDARD WORK SCHEDULE:** 8:00 am to 4:00 pm Monday thru Friday but will vary to accommodate partner hours of operations (nights and weekends as needed)

**WORKSITE:** 388 Upper Oakwood Ave., Elmira, NY 14903

**WORK FROM HOME:** Eligible with supervisor approval

**QUALIFICATIONS:**

- Associates degree with a minimum of 2 years or equivalent 4 years' experience in Human Services preferred
- Knowledge of computer systems including Microsoft Outlook, Word, Excel & PowerPoint
- Excellent written, verbal, and interpersonal communication skills are required
- Must have a valid driver's license and reliable personal transportation

**ADDITIONAL REQUIREMENTS:**

- Serv Safe certified or willingness to become certified
- Possession of a driver record considered acceptable by agency and insurance carrier.
- Excellent group facilitation and communication skills
- Sensitivity to cultural and socioeconomic diversity and the needs of individuals with low incomes
- Strong commitment to social justice and equity
- Ability to work nights and weekends as needed
- Attention to detail with a focus on error-free work with the ability to complete work in an accurate, effective, and timely manner
- Strong organizational and interpersonal skills
- Able to maintain absolute confidentiality regarding written and verbal information
- Demonstrate ethical business practices in conformance with all state and federal laws and regulations.
- Willingness to foster agency, department, and program-wide cooperation and teamwork through the use of positive/constructive communication techniques
- Commitment to serving vulnerable populations and ending hunger in the Southern Tier
- Demonstrate full adherence to the Code of Conduct and all policies/procedures related to compliance
- Adheres to all applicable federal and state laws and regulations, including but not limited to those governing confidentiality, privacy, program, billing, and documentation standards. All duties must be performed in accordance with CCDR's corporate compliance and ethics program.

**Ability to meet the following physical requirements with or without reasonable accommodation:**

- Use hands to manipulate, handle, feel, and control items or equipment, including motor vehicle
- Stand, sit, walk, bend, stoop, kneel, and reach
- Climb up or down stairs
- Able to reach above or below shoulders
- Occasionally lift or move objects weighing up to 50 lbs.
- Sitting at a desk or in a vehicle for long periods of time to perform specific job functions
- Be able to read, write, and interpret written documents

**Acceptance of the Food Bank of the Southern Tier's**

- Mission: Working together to build and sustain hunger-free communities throughout the Southern Tier
- Vision: The Food Bank of the Southern Tier is committed to creating a future without hunger, where access to healthy food by all is recognized as fundamental to the well-being and success of individuals and the foundation of a strong, vibrant society
- Organizational Values: Have Integrity, Be Brave, Share Your Strength, Respect Relationships and Honor the Mission