Programs & Services Manager
Position Description

Location: Irvine, CA
Reports to: Director of Programs & Services
Status: Full-time (Monday – Friday), Exempt (Salary), $75,960/year
Benefits: We offer excellent Benefit Plans including incremental PTO Plan; 11 Paid Holidays plus a Birthday Floating Holiday. 403b retirement plan with a match. Medical & Dental insurance plans with majority paid by employer. Life Insurance plan paid by employer. Employee Assistance Program.

Would you like to go to work knowing that every day you’ll be making a real difference in the lives of at-risk people in your community? At Second Harvest Food Bank that’s exactly what you’ll be doing. Every moment of your workday will directly impact our mission to provide food for those who need it, when they need it. **Come join our upbeat, collaborative team who are improving lives every day by taking hunger off the table.**

We are committed to living out the Food Bank’s core values of **Integrity & Accountability, People First, Compassion, Purpose Driven, and Stewardship** in pursuit of our mission.

**About Second Harvest Food Bank of Orange County**
Second Harvest Food Bank’s (SHFB) Vision: An Orange County with food and nutritional security for all. Our Mission: In collaboration with our partners, we provide dignified, equitable and consistent access to nutritious food, creating a foundation for community health. Since 1983 we have been a source of food security for all members of our community when they need our help.

**POSITION PURPOSE:**
The Programs & Services Manager plays a key leadership role within the Programs & Services Department. The Programs & Services Manager is responsible for leading the development, implementation, continuous improvement, and growth of our Programs as part of our overall partner network advancement and strategic direction.

**ESSENTIAL FUNCTIONS:**
- Directly manage and lead 8 full-time staff members.
- Oversee all aspects of our Child Hunger, Senior Hunger, and Feeding Families Programs. Programs include Mobile School Pantry, Permanent School Pantry, College Pantry, Mobile Pantry, Recurring Delivery, Partner Pickup, Senior Grocery, Park-It Market, Grocery Rescue, and TEFAP.
- Ensure the flow of product through our DC to our Partner Network in conjunction with multiple departments. Keep departments informed of partner/client product needs and fluctuations, utilizing data from quarterly client feedback surveys and other data sources.
- Work collaboratively with Operations, Logistics, and Sourcing to ensure positive cross-departmental relationships and effective implementation of programs. Continuously troubleshoot challenges and work toward solutions as a multi department leadership team.
- Maintain accurate Partner monthly data collection and provide reporting data to organization leadership.
- Ensure all Feeding America, CDSS, and Second Harvest compliance requirements are being met at all times.
- Maintain a clear understanding of program utilization by partner and provide direction for how efforts can be streamlined to better meet the needs and resources of the Partner and Second Harvest.
- Uphold and further strengthen relationships with Partner Network and other external stakeholders.
• Work closely with the Partner Compliance & Capacity Specialist on all compliance issues and capacity building efforts, including making key decisions about the use of capacity building funds and equipment donations.
• Play a key role in the partnership application process in collaboration with the Partner Compliance & Capacity Specialist and Director of Programs & Services.
• Oversee the timeline and execution of all annual programmatic processes – including annual reapplication periods, Program Agreement creation/revision and execution, etc.
• Serve as the department’s content expert for our inventory database training and utilization.
• Support the grant application and reporting process in partnership with the Development Department, as well as marketing and public relations efforts in collaboration with the Marketing Department.
• Oversee all aspects of pass-through grant opportunities for our partners, including but not limited to Harvester’s Innovative Service Award.
• Ensure all Programs are implemented as designed and as expected based on an approved annual budget and within terms of grants where applicable.
• Manage employees including performance management, administration, training and development, workflow, and organizational planning, hiring and placement.

REQUIREMENTS:
• Minimum 2 years of experience working in the non-profit industry.
• Minimum 1 year of experience supervising and directing the work of others or professional roles showing increasing levels of responsibility.
• Outstanding relationship management skills for working with a diverse set of food bank staff, government entities, external stakeholders, community partners, donors, and clients.
• Proven success in program development, management, and leadership of team members.
• Public speaking skills and ability to represent Second Harvest to external partners, donors, Board Members, and the media.
• Analytical skills and ability to run technical reports and draw insight to lead decision making.
• Understanding of budget management.
• Executive function and discernment; ability to make high-level decisions within the scope of the department or in absence of senior leadership.
• Technical skills; Proficiency with Microsoft Office Suite and experience with databases.
• Existing relationships and knowledge of OC non-profits preferred.
• Valid Driver’s License and personal Auto Insurance.

PROFESSIONALISM:
• Displays leadership qualities, initiative, and autonomous decision making.
• Able to compose detailed, informative, and clear written communication to partners and staff.
• Able to maintain a positive attitude and diplomatic demeanor while working with individuals of diverse personalities, cultures, and age groups.
• Able to take direction, follow procedures and instructions, possess the ability to work independently, diligently, and take initiative with minimal need for oversight.
• Must be self-directed and possess the ability to manage multiple projects and competing priorities while maintaining high levels of performance.
• Project management skills with the ability to work under pressure, balance competing priorities, consistently meet deadlines, and delegate tasks appropriately.
• Able to effectively handle difficult conversations – in person, virtually, or over the telephone.
• Able to represent self and Second Harvest in a professional manner through dress, speech, and demeanor both internally and externally.
PHYSICAL DEMANDS/ENVIRONMENTAL FACTORS:
- Ability to lift 25-50 pounds.
- Regular driving throughout Orange County to visit partner distribution locations.
- Extended periods of sitting while working on a phone and computer.
- Indoor office environment and warehouse environment with moderate noise at food bank location.
- Office hours are 8am – 4:30pm, but the schedule varies based on Department needs. Possible evening and weekend hours.

The above statements are intended to describe the general nature and level of work performed, rather than to be an exhaustive list of all duties, responsibilities, and skills required for the position. The position duties may be changed at any time at management’s discretion. This position description is not intended to create contractual obligations of any kind.

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skills and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Second Harvest Food Bank of Orange County, Inc. is an Equal Opportunity Employer