

Manager, Food Bank

The St. Paul's on-the-Hill Food Bank's vision is to feed the hungry.

Vision Statement

St. Paul's on-the-Hill Community Food Bank is committed to seeking out solutions for a hunger-free community and provide a balanced supply of food for those in need in the Pickering and Ajax area.

Mission Statement

St. Paul's on-the-Hill Community Food Bank's mission is to provide a nutritional supply of food in a welcome and supportive environment to residents of the City of Pickering and Town of Ajax.

Job Purpose

Lead, coordinate and oversee the daily operations of the Food Bank, on-site food bank and other related initiatives including the future of food bank. Support the sustainable growth of the food bank to meet the increasing demand in the community.

Key Responsibilities:

- Lead, coordinate and oversee all logistics and scheduling for food bank volunteer and programs.
- Manage and safely run the day-to-day operation of the Food Bank.
- Manage, coordinate, and communicate with donors, while exploring donor opportunities.
- Plan and manage fundraising events in consultation with Wardens.
- Lead, coordinate and oversee food and pick-up and deliveries with volunteers and volunteer drivers.
- Ensure the correct setup of the on-line client registration tools and information systems.
- Follow up on new client registrations, collect client information, and determine program eligibility. Inform new clients of the guidelines of the program.
- Oversee and coordinate on-site food bank service delivery ensuring adequate inventory and service standards are met.
- Lead, coordinate and oversee and spot-check food distribution and ensure clients are receiving appropriate food.
- Ensure adequate supply of food and supplies, seek out new supply vendors as required, and submit necessary invoices or receipts in a timely manner.
- Track and order food and supplies as required, following budgetary and maintaining cost control.
- Ensure timely and accurate input of data and conducting analysis for qualitative improvement to improve the outreach of the program and for reporting to various stakeholders.
- Identify opportunities to improve client experience, optimize resources, and feed more in the community. Implement changes as resources allow.
- Lead and complete annual client and volunteer surveys to monitor program satisfaction and manage outcomes.
- Coordinate and support other food bank program initiatives as required.
- Maintain relationships with community partners and donor agencies.
- Establish training (Food Handler etc.) and development strategies for volunteers including, Health and Safety, and COVID-19 protocols.
- Manage and create a committee monthly to discuss Food Bank procedures, financials and issues.
- Other duties as assigned by the Wardens.

Volunteer Supervision:

- Supervise and lead volunteers on-site at the food bank, including coaching, motivating and guiding them in their duties.
- Recruit, orient, schedule volunteers for the food bank.
- Lead volunteer training sessions to ensure all volunteers are able to execute their areas of responsibility.
- Conduct regular communication meetings with volunteers to receive feedback, reinforce processes and support desired outcomes.
- Direct volunteers to prepare orders and ensure that client needs are met to be the best of our ability.

Other Duties as Assigned or Required:

- Attend monthly staff meetings and other departmental meetings as needed.
- Attend meetings with Wardens as required.
- Assist in creating thank you letters for donors.
- Support other staff and activities of Food Bank, as required.

Education and Experience:

- A college certificate/diploma or university degree in a relevant field.
- 2+ years experience, preferably in a program coordination role in a non-profit/charity.
- Experience supervising staff and volunteers.
- Exposure to understanding and accommodating clients with special needs is an asset.
- Working knowledge of Quickbooks and understanding the financials.

Skills, Competencies, and Qualities:

- *Passion*
 - A passion for mission-driven work and personal values aligned with St. Paul's on-the-Hill.
 - Concern for and interest in issues of poverty, food security, and/or social justice.
- *Planning/Organization/Project Management*
 - Exceptional project management skills that move projects forward,
 - Set goals and priorities, create/implement action plans/budgets, document, evaluate, and learn.
- *Evidence-Based Decision Making/Data Analysis*
 - Draw insightful conclusions from data.
 - Skills in relevant data analysis tools such as spreadsheets (Excel/Google Sheets), Google Analytics, email marketing open rates, etc.
 - Assess situations to determine the importance, urgency, and risks, and make clear decisions that are timely and in the best interest of the Food Bank.
- *Detail-Oriented*
 - Conscientious and high attention to detail, understanding it makes the difference between mediocre and excellent donor service.
 - Manage multiple tasks effectively and efficiently, with superior organizational skills and an ability to work under deadline.
- *Communication*
 - Speak, listen, and write in a clear, confident, respectful, thorough, and timely manner using appropriate and effective communication tools and techniques.

- Keeps others informed to ensure effective collaboration.
- *Technical*
 - Computer proficiency with strong skills in MS Office and/or Google Apps for business; experience with CRM software.
- *Proactivity/Enthusiasm/Persistence*
 - Act without being told what to do. Passionate and excited about work. Can-do attitude.
 - Tenacious and goes the distance to complete work.
 - Ability to work autonomously while being aware of the importance of accountability. Results-focused.
- *Relationship Building*
 - Internal and external relationship building skills. Demonstrated ability to work effectively with suppliers, staff, volunteers, and other relevant stakeholders.
 - Working independently and collaboratively with team members to foster strong relationships with donors.
- *Flexibility/Adaptability*
 - Flexible, versatile, and/or tolerant in a changing work environment while maintaining effectiveness and efficiency.
 - Adjust quickly to changing priorities and conditions. Cope effectively with complexity and change.

Role Details**Relationships:**

This position reports to the Deputy Warden

Position Type:

Full-time, up to 35 hours/week.

Compensation:

Remuneration will be based on experience.

If you are interested in applying for this position, please send your resume to:

Sophia Levy-Presner
slevypresner@gmail.com