

**FOOD BANK OF THE SOUTHERN TIER  
POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	Programs and Partnerships Coordinator	<b>STATUS:</b>	Non-exempt
<b>DEPARTMENT:</b>	Community Impact	<b>W/C#</b>	8810
<b>EEO#</b>	9	<b>GRADE LEVEL:</b>	330

**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 Coordinators, this position plays a key role in 1) maintaining and creating effective communication and accountability between the Food Bank and partner agencies; 2) ensuring partner compliance with Food Bank membership policies; and 3) helping partners increase their capacity by accessing resources to improve their operations, all with the aim to build and sustain hunger-free communities.

**SPECIFIC DUTIES:**

**Primary Counties: Chemung & Tompkins, other counties as needed**

1. **Relationships:** Develops and manages positive relationships with all Food Bank partners in assigned counties, including partner agencies, Mobile Food Pantry site coordinators, and Youth Programs sites. Serves as the Food Bank point person for all program partnerships. Connects with additional relevant community partners in a geographic service area that help us to meet our mission. Assists with annual Partner Celebration planning and execution.
2. **Program delivery:** Works closely with the Logistics Manager to ensure product ordering and delivery for Youth Programs – Backpack, Snack, School Food Pantry, and Kids' Farmers Market. Helps to coordinate calendar and schedule of programs, including Mobile Food Pantry.
3. **Community outreach and communication:** Practices positive communication with partners that have clear expectations, is responsive to needs and is based on mutual accountability. Builds rapport with partners by attending county-level programs & partnerships meetings and making regular site visits. Continually seeks partner feedback and identifies successful methods and models for program delivery. Receives and responds to concerns from partner staff, volunteers, and clients. Maintains updates on relevant partner programming information for the Food Bank website. Assists with holiday turkey distributions as needed.
4. **Compliance:** Schedules, conducts and tracks biennial monitoring with partner programs to ensure food safety, sanitation, nutrition, and compliance with Food Bank policies. Trains and review TEFAP partners, ensuring compliance with federal policies for food distribution. Maintain current and accurate files for all partners in the geographic area.
5. **Education:** Educates partners about policies and procedures set forth by Food Bank, HPNAP, TEFAP, and Feeding America. Provides training and workshops to help agencies understand the essentials of Food Bank partnership. Assists in developing a schedule of workshops for partners. Incorporate advocacy and community education as needed.
6. **Capacity Building:** In partnership with the Health & Nutrition Department, participates in the coordination of HPNAP Food Grants and Operations Support and Capital Equipment. Helps partners understand and access resources such as HPNAP grants, Just Say Yes to Fruits & Vegetables, SNAP Outreach, federal child nutrition programs, and other community services. Promotes Food Bank products, especially produce and healthy donated foods, for partner acquisition. Coordinates agency access to reduced shared maintenance fees, relevant county grants and other partner agency donations, grants & contracts. Facilitates and organizes peer groups as a tool to build partner capacity. 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.
7. **Onboarding:** Provides technical assistance to prospective partner agencies and programs. Screens agencies and sites for partnership eligibility and oversees new partner onboarding. Conducts partner and program orientations as needed.
8. **Data collection and evaluation:** Coordinates the timely distribution and collection of paperwork and data, including monthly statistics, partner-driven pounds (PDP), and annual evaluations. Works closely with the Community Impact Manager to evaluate programs and partnerships and implement changes. Helps ensure partners are current with monthly statistics and accounts receivable — assists with HPNAP grant and general program budget monitoring.

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9. **Internal Communication /Collaboration:** Shares best practices and learning with Programs & Partnerships team. Works closely with all other Food Bank departments to promote and represent partner needs.

**10. Other duties as assigned**

**TITLE OF DIRECT SUPERVISOR:** Programs & Partnerships Manager

- QUALIFICATIONS:**
- Associate degree required; Bachelor’s degree preferred
  - Minimum of 2-3 years’ experience in human services, community outreach, nutrition, or customer service.
  - Excellent written, verbal, and interpersonal communication skills
  - Must have a valid state issued driver’s license and reliable personal transportation
  - Ability to travel throughout a six-county service area. Travel is likely to average 50%

**ADDITIONAL REQUIREMENTS:**

- 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
- Knowledge of computer systems including Microsoft Word, Excel & PowerPoint
- Ability to work nights and weekends as needed
- Serv Safe certified or willingness to become certified
- Ability to work well independently as well as part of a team
- Ability to complete work in an accurate, effective and timely manner
- 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 CCDOR’s corporate compliance& 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 lifts or moves objects weighing up to 40 lbs.
- Sitting at a desk or in a vehicle for long periods of time to perform certain 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, Honor the Mission, Share Your Strength, and Respect Relationships

**EMPLOYEE CONFIRMATION:**

I have received and read a copy of this job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name