



Job Description

Position Title:	Standards & Food Services Coordinator
Program:	Agency-Wide
Reports To:	CFN Executive Director
Direct Reports:	Food Services volunteers
Status:	Part-time Contract
Time Commitment:	16 hours weekly

Agency Description:

Central Food Network is working to relieve poverty by providing food, heating supplies and other basic necessities to individuals and families who are in need. Through our Cardiff Food Bank, Highlands East Food Hub, and Community Cooks programs, we are increasing the quality and quantity of food available to people in the Highlands East region that need a hand. Our Heat Bank program delivers supports to households struggling with heat and hydro affordability across Haliburton County.

Job Purpose:

The Standards & Food Services Coordinator will oversee the assessment, development and implementation of Food Operations & Food Safety Standards and Client Service & Care Standards set out by Food Banks Canada. This role involves coordinating with staff and volunteers to ensure effective preparation for successful accreditation and long-term adaptation of Standards of Excellence.

The Standards & Food Services Coordinator will also oversee volunteer coordination at both the Highlands East Food Hub and the Cardiff Community Food Bank programs.

Duties and Responsibilities:

1. Assessment and Planning (15%)

- Conduct comprehensive assessments of current food operations and client service practices.

- Identify areas for improvement and develop detailed implementation plans for Food Banks Canada Food Operations & Food Safety Standards and Client Service & Care initiatives.
- Collaborate with the Executive Director, board members, and volunteers to align new standards with the organization's mission and capacity.

2. Implementation and Monitoring (50%)

- Oversee the rollout of new procedures and practices in food handling, storage, distribution, and client services.
- Train staff and volunteers on new standards and ensure ongoing compliance through regular audits and inspections.
- Develop and implement client feedback mechanisms to continually improve service delivery.
- Maintain thorough documentation and records to track progress and ensure accountability.

3. Volunteer Management (25%)

- Coordinate the recruitment, training, scheduling and retention of volunteers to support food bank operations and client service programs.
- Establish Volunteer/Staff Training/Orientation Manual & procedures
- Foster a positive and inclusive environment for volunteers, recognizing their contributions and providing ongoing support.

4. Reporting and Evaluation (5%)

- Act as the conduit for information, paperwork and stats between food services programs and ED
- Prepare regular reports on program implementation progress, challenges, and outcomes for the Executive Director and Board of Directors.
- Conduct evaluations to assess the success of implementation of new standards and identify further areas for improvement.

5. Other Duties (5%)

- attend team meetings and aid in fostering open communication across agency
- adopt safe work practices to prioritize the good health and safety of the work environment
- assist with other tasks as needed to support compliance with Governance & Admin, People Management, and Public Engagement & Fundraising standards.

Qualifications:

- Diploma or Degree in Community Development, Food Services, Nonprofit Management or a related field

- Experience with volunteer coordination
- Ability to provide a satisfactory Criminal Record Check
- Valid Class G driver's license or access to independent transportation is required

Knowledge & Skills:

- Deep awareness and understanding of poverty, food- and energy-insecurity
- Strong project management skills
- Highly organized with positive personality
- Demonstrated commitment to confidentiality and privacy protocols
- Desire and ability to work compassionately with people from diverse backgrounds in an empathetic and non-judgmental manner
- Ability to motivate and support volunteers
- Excellent communication and interpersonal abilities
- Ability to analyze variety of problems, identify causes and recommend solutions
- Self-motivated and ability to work independently
- Strong teamwork skills
- Basic computer skills, including email software, Google Suite, internet browsing

Working Conditions & Location:

This position is primarily based at the Highlands East Food Hub and Cardiff Community Food Bank with some opportunities to work from home.

The HE Food Hub at 2249 Loop Rd, Wilberforce includes a loading bay, food storage & small office space. It is a smoke-free building that has limited accessibility.

The Cardiff Food Bank at 2278 Monck Rd, Cardiff is a two-room space at the back of the Cardiff Post Office. It is a smoke-free building that is not accessible.

This position requires supervision of volunteers.

Physical Requirements:

Moderate time spent on computer and telephone. Occasional amount of lifting (20lbs) & bending is required to move office supplies.

Approved by:	Tina Jackson, Executive Director
Date Approved:	July 24, 2024
Last reviewed on:	