

### JVC NORTHWEST POSITION DESCRIPTION 2022-2023

Position title: Program Capacity Coordinator	Supervisor name: Allie Moore (Pronouns: she, her, hers) <i>Please inform us immediately if the supervisor changes</i>
Partner agency name: Second Harvest of the Inland Northwest – Spokane, WA	Supervisor email address: allie.moore@2-harvest.org
Program name: Partner Agency Capacity Development	Supervisor phone number: (509) 252-6268

**Brief position description:** Be part of Second Harvest’s efforts to build healthier communities through food. Assess high-priority needs and help identify strategies for building capacity of partner food banks and other programs on the front lines of people facing hunger in Spokane and the Inland Northwest. Create and maintain tools and processes for data collection and assessment with the ultimate goal of breaking down barriers for getting more food where it's needed most.

**Primary Service Area Focus:** Food and Hunger

**Additional Service Area Focus:** Social Services, Other:

**Populations Served in this role:** Children and Families, Current or formerly incarcerated, Immigrants and Refugees, Indigeneous Communities, Individual with physical or intellectual disabilities, Latinx communities, LGBTQIAS2+ communities, Seniors/Elders, Survivors of DVSA, Teens/At-Risk/Opportunity Youth, Individuals experiencing housing instability and/or houselessness, Individuals with mental illness, Other

**Address(es) where service will be performed:** 1234 E. Front Ave., Spokane, WA 99202

**Daily Commute Description:** Other (please describe): Agency vehicle is available for service activities. Member is covered by the agency's vehicle insurance policy. Placement site is accessible by public transportation. The JV house is within walking and biking distance of Second Harvest.

**Please specify service days, and start & end times:**

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
No Service	08:00 am - 04:30 pm	08:00 am - 04:30 pm	08:00 am - 04:30 pm	08:00 am - 04:30 pm	08:00 am - 04:30 pm	No Service

\*\* Hours and days may vary week to week depending on pantry distribution times and occasional project activities that may fall outside of regular business hours. Flexible scheduling is used to meet 35-40 hours per week when this is the case.

#### Position Duties & Tasks

**A Day in the Life of the JV/AmeriCorps Member:**

Every day in this role will likely look a bit different depending on the stage of the project. On a typical day of service, the Program Capacity Coordinator will split most days of the week between the office and working out in the field at various targeted food pantries in our network. Each day the JV will have office time to check email to maintain communication with pantry operators, complete admin tasks related to service, and plan for carrying out pantry development activities. Each week will include check-in time for the JV to touch base with their site supervisor about upcoming priorities, primarily collecting healthy pantry survey data, food distribution capacity, client information, and low barrier client access. At the

beginning of the role, office tasks will be focused on using internal data tools to identify pantries to target, reaching out to pantry leaders, and learning about healthy food pantry best practices. Most days, using a vehicle provided by Second Harvest, the Program Capacity Coordinator will travel to one of Second Harvest's partner food pantries to volunteer in their distributions for at least a couple of weeks to get to know volunteers, staff, operations, and pantry capacity. After 2-3 weeks of this initial get to know you period, the JV will move on to conduct healthy pantry surveys, and after 2-3 weeks, moving on to conduct healthy pantry surveys. These surveys are a SNAP-Ed tool used to assess how well the pantry meets the dietary and access needs of the pantry. The questions cover various aspects of satisfaction with the pantry's opening hours, fresh food availability, and ease of access to services. After the survey period, the JV creates a profile for each agency highlighting best practices that can be shared across our agency network. During this time, the JV uses knowledge of healthy food banking best practices to make recommendations to the food pantry, and to highlight best practices the pantry uses. Once the surveys are collected, the JV will meet with pantry staff to discuss recommendations based on the time observing food distributions and survey results. At this time, the partner agency can decide if they would like the JV to stay on to support the implementation of goals the JV can support within the service term. Long term goals are documented and passed on to Agency Relations staff to further assess resources to help pantries expand capacity and services. Along the way, the JV updates databases related to the progression of their project and meets with the Second Harvest Programs and Nutrition Education team at large weekly for additional healthy pantry support guidance. Led by the JV, they brainstorm options for how to better meet the need for culturally appropriate food in communities with large immigrant populations - one of the gaps in service identified in several survey responses.

#### **Performance Measure Category: Capacity Building**

The member will complete a capacity building project designed in collaboration with their site, based on a pre-organizational assessment completed at the start of the service year. Subsequently, the program will be required to also conduct a post organizational assessment at the closure of the service year. Capacity Building projects will enable the organization to assist more people in their target community, enhance the quality of the service, and/or provide the service in a new and sustainable way.

% of Time: <i>No single % over 70.</i>	<b>Essential Tasks</b> – the tasks or duties that are fundamental and critical to the performance of this position.
55%	Ongoing needs assessments to guide capacity building of Second Harvest's network of partner food banks and other programs on the front lines of getting food to people who need it most in the Inland Northwest.
20%	Create and maintain new tools and processes for data collection to help inform capacity building strategies for Second Harvest's hunger-relief network - with the ultimate goal of getting more food to where it's needed.
10 %	Raising community awareness of food insecurity through regular partner agency spotlights and client stories shared through blogging, videos and other communication channels.
10%	Complete and submit in a timely manner all JVC Northwest/AmeriCorps required reports and time sheets; participate in JVC Northwest/AmeriCorps sponsored orientation, service days, and retreats; and otherwise comply with the JVC Northwest Covenant. Drug and

<i>Other essential responsibilities: complete and submit in a timely manner all JVC Northwest/AmeriCorps required reports and time sheets; participate in JVC Northwest/AmeriCorps sponsored orientation, service days, and retreats; and otherwise comply with the JVC Northwest Covenant, Drug and Alcohol Policy, and Member Contract.</i>	
<i>% of Time: Marginal tasks cap at 10%</i>	<b>Marginal Tasks</b> - activities seldom or intermittently performed; The position doesn't exist to perform these tasks & their removal wouldn't fundamentally alter the nature, purpose, or result of the essential tasks.
5%	Occasional website and social media contributions related to the front-line, hunger-relief work of partner agencies to Second Harvest's marketing and communications team.
Total Percentage: 100%	

### Position Requirements, Certifications & Trainings

<b>Required Education:</b> Some College	<b>Driver's License Required:</b> Yes	<b>Certifications</b>
<b>Preferred Education:</b>	<b>State of Issue Requirement:</b>	<b>First Aid/AED/CPR:</b> Yes
<b>Spanish Language Requirement:</b> No requirement other than English <b>Spanish Language Preference:</b> No requirement other than English	<b>Vehicle Requirement:</b> A vehicle owned by your organization or program	<b>Mandatory Reporter:</b> Yes
<b>Additional Preferred Languages:</b>	<b>Nature of Driving (frequency, distance, etc.):</b> A couple of times a week or more, the JV/AmeriCorps member will drive a Second Harvest vehicle to various partner agency locations – primarily in the Spokane area – for needs assessment and capacity building work. Trips outside of Spokane County may be required as necessary to collect agency capacity information, but not anticipated to be as frequent.	<b>Other Certifications:</b> Yes The JV/AmeriCorps member will be required to earn a current Washington state food handler's card.

#### **REQUIRED experience, qualities, or specialized training:**

**PREFERRED (not required) experience, qualities, or specialized training:** Research and data collection experience, background or coursework in social service, dietetics, nutrition and/or community health.

**Specific physical and mental performing elements:** Stand for long periods of time, organize and coordinate schedules, analyze and interpret data, solve problems using good judgment, communicate with the public.

**Equipment use:** Frequent use of data software platforms, telephone, computer, copier and Second Harvest vehicle.

**Special conditions of service and frequency** (if any): Must pay attention to personal safety when walking through busy charitable food distribution warehouse; will serve outside in seasonable weather conditions alongside Second Harvest's Mobile Market truck and bus.

**Office dress code/attire:** (Note: All JVs serving in AmeriCorps placements are expected to wear the AmeriCorps logo daily, on a pin, T-shirt, or jacket. JVs will be given these items at Orientation.): Business casual or neat, comfortable and casual clothing appropriate for direct service.

*Programs participating in the JVC Northwest AmeriCorps Program will not discriminate in the selection and participation of AmeriCorps members based on race, color, religion, sexual orientation, military discharge, sex, national origin, age, disability, or any other characteristic unrelated to the ability to perform the essential functions or basic tenets of programs participating in JVC Northwest AmeriCorps, or any bona fide occupational qualifications.*