



Job Title: **Community Outreach Director**

FLSA Status: Full time Exempt

Reports to: Chief Operations Officer

Supervises: Outreach staff, interns, and volunteers as assigned (i.e. Grocery Home Delivery Program, Specialty Box Program, Commodity Supplemental Food Program – CSFP, Bulk Agency Pickup Program)

Revision Date: 6/24/22

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### **POSITION SUMMARY:**

The Community Outreach Director serves as a key member of the grocery operations and outreach team assisting with distribution of groceries to food insecure households outside of our regular pantry operations. The Community Outreach Director helps guide our strategic operations and program expansion to eliminate food insecurity in our community. He/She/They provides direct support to the Chief Operations Officer in daily operations and oversees outreach staff, student interns, and volunteers in relation to community outreach programming. He/She/They will work collaboratively with partner agencies, referral partners, and community leaders to address systemic issues impacting food insecurity.

### **ESSENTIAL FUNCTIONS:**

1. Develop and oversee programs to expand the reach of the organization and provide improved access to healthy food in high need areas.
2. Responsible for overseeing the coordination of all outreach programming including Grocery Home Delivery, Specialty Boxes, CSFP, and Bulk Pickup.
3. Train, supervise and schedule staff and volunteers utilized for outreach programs. Assist with hiring temporary help as needed.
4. Ensure program data, information, and reports are complete and accurate. Monitor and report on program metrics and outcomes.
5. Monitor inventory and supplies needed for outreach programs. Work with Operations Director to order supplies as needed.
6. Speak to community, anti-hunger, and other groups about issues related to hunger, poverty, and equity. Initiate, cultivate, and maintain successful relationships with individuals, businesses, organizations, government agencies and congregations for improved client resource connections.
7. Manage outreach events and other requests from community partners to further Loaves & Fishes/Friendship Trays mission.
8. Maintain up to date knowledge of community initiatives, programs, resources, and food policies. Research additional services and best practices.
9. Follow all food safety, food handling and sanitation guidelines and regulations. Operate equipment (hand trucks, pallet jacks, etc) as necessary for distribution of food.
10. Respond to special needs presented by clients, volunteers, donors, partner agencies and participating pantries (e.g., emergency referrals, conflicts, etc.).
11. Attend staff meetings, staff trainings, and other meetings as needed.
12. Participate in and support Loaves & Fishes/Friendship Trays food and fund raising efforts.
13. Represent the organization as requested by the CEO.

**SUPERVISORY RESPONSIBILITIES:**

Directly supervise the Social Services Coordinator, Lead Food Navigator, and Lead Program Coordinator. Carry supervisory responsibilities in accordance with LFFT's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; scheduling, planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**QUALIFICATIONS:**

1. Bachelor's degree in a related field preferred or equivalent combination of education and experience.
2. Two or more years of community outreach experience preferred.
3. Strong data analysis, technology, and organizational skills.
4. Proven management and leadership capabilities.
5. Ability to lift up to 50 pounds repetitiously.
6. Valid Carolina driver's license with an excellent driving record.
7. Proficiency in basic computer operations and complex database systems. (Microsoft Office-Outlook, Word, Excel, Google-Drive, Docs, Sheets, etc.)
8. Exceptional interpersonal, oral, written, and presentation skills.
9. Dependable and punctual team player.
10. High energy, positive, "can-do" attitude, flexibility, teamwork, and attention to detail; high degree of initiative and an ability to manage multiple tasks and projects at a time.
11. Ability to work with sensitivity and without discrimination towards peoples of diverse cultures, races/ethnicity, socio-economic positions, ages, religions, genders, physical/mental challenges/disabilities, and sexual orientations.
12. A passion for the mission of Loaves & Fishes/Friendship Trays is essential.
13. Compliance with our Covid Vaccination and Testing Policy. All employees are required to report their vaccination status and, if vaccinated, provide proof of vaccination. All employees who are not fully vaccinated will be required to undergo regular COVID-19 testing and wear a face mask.

**To apply, please use Community Outreach Director in the subject line and email a cover letter, resume, and three professional references to [HR@loavesandfishes.org](mailto:HR@loavesandfishes.org).**