



## HELPING HAND FOOD BANK JOB DESCRIPTION – COORDINATOR 2024

### Summary

The Coordinator is responsible for the internal operation of the food bank, including the management of volunteers. They are required to be professional and approachable in all activities relating to their position within the Helping Hand Food Bank; doing their best to create a positive work environment and relationships among all volunteers, both within the food bank and the Board of Directors.

### Responsibilities

#### ***Grant Applications & Fundraising***

- Maintain communication from Feed Ontario, Food Banks Canada, United Way, etc.
- Apply for grants from Feed Ontario, Food Banks Canada and other potential donors to ensure Helping Hand Food Bank (HHFB) has ongoing appropriate financial support.
- Generate and participate in fundraising activities as sanctioned by the Board of Directors

#### ***Media Communications***

- Work collaboratively with the Board of Directors Media Specialist to provide regular media updates on fundraising events, needs, community news articles and donor recognition.
- Communicate other information regarding the governance of HHFB as directed by the Board of Directors

#### ***Human Relations***

- Provide volunteers with orientation, training, and day to day support, recruiting as necessary.
- Guide and uphold the volunteer appreciation program.
- Respectfully guide the volunteers with positive communication and meetings as necessary.
- Respectfully work to resolve issues with clients and volunteers.
- Work to foster positive relationships among volunteers and the same between the volunteers and the Board of Directors.

#### ***Record Keeping***

- Ensure all client, donor, and volunteer files are securely stored, maintaining privacy and confidentiality.
- Maintain statistics as required by the government, Food Banks Canada, Feed Ontario and HHFB Board of Directors.

### ***Operational Planning and Management***

- Oversee the efficient and safe operation of HHFB.
- Ensure the operation of HHFB meets the expectations of its clients, donors, and Board of Directors.
- Monitor equipment needed to operate the food bank effectively and in cooperation with the Board of Directors.
- Implement and support decisions made by the Board of Directors with regards to building space, maintenance, equipment, etc.
- Communicate regularly with the Treasurer regarding financial position and incoming donations.
- Work collaboratively with the Board of Directors to secure adequate funding for the operation of the organization.
- Approve expenditures within the authority delegated by the Board of Directors (refer to annual budget).
- Be familiar with and support all HHFB policies and procedures.

### ***Risk Management***

- Identify and evaluate the risk to clients, visitors, and/or volunteers, property, finances, and reputation and implement measures to control those risks.
- Ensure volunteers understand the terms, conditions, and limitations of insurance coverage during the hiring and annual review process.

### ***Other***

- Prepare and present monthly written reports for the Board of Directors, or as often as required.
- Maintain a weekly activity log of hours and duties completed.
- Ensure the proper use of gift card(s) and/or HHFB Visa for the purchase of groceries to ensure sufficient stock is on hand.
- Oversee the receipt of fresh food deliveries to ensure proper refrigeration as necessary (eggs, milk, meat, produce, etc.).
- Plan for the distribution of excess fresh foods to food banks and/or churches in the surrounding area.
- Develop positive relationships within and outside of the community (local grocery store managers and staff, community support organizations, food banks, churches, business and personal donors, etc.)
- Liaise with local agricultural groups for potential donations of food products such as milk, eggs, meat, etc.
- Facilitate and oversee the various programs within the HHFB (Backpack, After the Bell, Emergency Bags for Homeless, home deliveries, etc.).
- Create documented procedure manual and succession plan for key roles within HHFB.
- Delegate tasks to volunteers as viewed appropriate.

### **Qualifications**

- Demonstrated strong leadership skills.
- Knowledge of leadership and management principles as they relate to non-profit/voluntary organizations, considered an asset.
- Safe Food Handling Certificate from Food Banks Canada, or the willingness to obtain immediately.

- Proficiency in the use of computers (word processing, statistical charts, email, internet, social media, etc.)

#### Personal Characteristics

- Strong leadership qualities while maintaining professional conduct
- Proven organizational and effective problem solving skills
- Effective communicator with all stakeholders
- Fosters teamwork and positive interactions
- Appropriate attire