



JOB DESCRIPTION

TITLE: Food Centre Manager

SUMMARY: Under the leadership, direction, and guidance of the Executive Director (ED) or Associate Executive Director (AED), the Food Centre Manager (FCM) is responsible for overall program direction, guidance, and supervision of all Food Centre initiatives.

As part of the Administrative team, an important part of the FCM's responsibilities are to actively contribute to and accomplish the mission, vision, and values of the Society in supporting families, children and individuals.

Employees and volunteers of the Lakes District Family Enhancement Society (LDFES), in particular its leaders, are expected to help maintain the organization's positive culture. Therefore, a key aspect to all leadership positions is working cooperatively and collaboratively with the Board of Directors, the Administrative Team, and a variety of individuals in a caring, approachable, non-judgemental manner that encourages others to feel comfortable and respected.

RESPONSIBILITIES:

Leadership

- Oversee all logistics and scheduling for Food Centre (FC) staff, volunteers, and initiatives
- Lead staff and volunteers, including coaching, motivating, and guiding them in their duties
- Establish training and professional development strategies for staff and volunteers
- Together with the Food Security Facilitator and FC Coordinator, design and implement a volunteer recruitment and retention strategies
- Ensure that all Food Centre initiatives adhere to the mission, vision and values of LDFES by delivering services in a safe, respectful, culturally inclusive manner that reflects the needs of the participants and volunteers

Operations

- Manage the Food Centre facility, which entails ensuring the safe and secure operation of the facility and grounds, equipment, van, and all persons on-site
- Ensure on-line client registration tools and information systems are being used for the appropriate collection of participant information
- Ensure timely and accurate input of data, analysis and reporting to ED and stakeholders
- Identify opportunities to improve client experience, optimize resources, and broaden the access to food security to more people in our communities, implementing changes as resources allow
- Liaise with the ED to ensure the Food Centre and the other Link programs are supporting each other and working as a hub of initiatives that extend the services of each program

Communication

- Ensure that programs and services are effectively promoted
- Work collaboratively with the Executive and Administrative Teams, to ensure coordination/communication for the following:
 - meet contract mandates between the Society and other organizations/funding agencies etc., as well as reporting requirements
 - act as liaison between the Society and the community, including schools, local First Nations, and other human service agencies
 - identify and research community needs and potential funding opportunities that align with the 5-Year Strategic Plan
 - assist with marketing/promotional activities including optimizing activity on social media to increase the visibility
- Provide viable and effective public relations services for the Food Centre to community linkages, provincial connections and connections with funding agencies

Financial/Accounting/Payroll Supports

- Provide support to Administrative Team for all financial/budget related tasks of the FC
- Monitor the monthly expenditures to ensure FC initiatives are aligned with the budgets
- Ensure that expenditures and other practices are in line with the Budget Policy and Procedures and advise the ED when financial goals and practices are not being met

Care of Society Records

- Ensure the Society's records and information are properly secured, and all aspects of the Society remain confidential and include the following:
 - Personal information obtained as a regular part of service provision is considered confidential and with this comes the professional responsibility to protect the confidentiality of the information.
 - Information removed from the designated Society location must be protected.
 - Information that is maintained or transported electronically must be password protected.

General

- Ensure the protection of privacy for all clients, volunteers, staff, and contractors
- Work cooperatively with a variety of individuals and professionals to promote a positive team environment
- Ensure LDFES policies and procedures are adhered to
- Other related duties upon request

SKILLS REQUIRED:

- Strong ability to work independently employing initiative and judgement at a high level
- A relevant post-secondary degree with 2-years of supervisory experience is strongly preferred, or 2-years of post-secondary with 2-years of supervisory experience, as well as 2-years of related experience
- Respectful and culturally sensitive practices, with an understanding of local First Nations being an asset
- Proven experience with coordinating a team of people
- Excellent interpersonal and customer service skills
- Excellent organizational, planning, and problem-solving skills
- Experience, and displayed professionalism in approaching, building, and maintaining relationships among staff and volunteers and with service delivery partners

- Experience working effectively in a collaborative model within teams and communities
- Strong computer skills with Office 365 experience
- Demonstrated knowledge and commitment to the local community and organizational development
- Proven ability to handle averse situations with sensitivity.....

WORKING CONDITIONS:

- May be required to work evenings and weekends
- Use of personal computer and cell phone may be required
- Ability to work in a physically demanding job, including lifting and carrying boxes of up to 50 pounds
- Adherence to safety protocols and reporting
- Occasional travel within the region and overnight stays may be required
- Will be required to use own vehicle

SPECIAL CONDITIONS:

- Initial and on-going employment is subject to submission of a clear Criminal Record check
- Food Safe Certification (training will be provided if the incumbent is not certified)
- Must possess their own reliable transportation, valid class 5 driver's license, satisfactory driver's abstract and abide by conditions stated on the Driver Information form