

JOB DESCRIPTION

PROGRAM OFFICER, NETWORK SERVICES

Reports to: Manager of National Programs

Working Conditions: Full-time, Monday-Friday, with occasional evening and weekend work. This position is remote and may be based anywhere in Canada. Occasional travel within Canada may be required.

POSITION SUMMARY:

The Program Officer, Network Services works with a portfolio of programs that serve the food bank network in Canada. The role is focused on supporting the delivery and expansion of several key national program areas, though priorities can shift in the role as opportunities arise. These areas of focus include: 1) Delivering the After the Bell child hunger relief program, including program planning, administering the project to the network, working with a cross-functional team, and being the program lead with the food bank network, 2) Administering the Tax Clinic program throughout the food banks network, providing training, support, and assisting with the expansion of the program, 3) Managing the Customer Experience Hotline program by working collaboratively with the provincial associations and food banks to address concerns, resolve conflict and help create a culture of continuous improvement, 4) Supporting the continued roll out of our client intake systems, and 5) Supporting the execution of Food Banks Canada's biannual national conference.

RESPONSIBILITIES:

- Administer the delivery of the **After the Bell child hunger relief program**, including:
 - Support in planning an annual large-scale employee volunteering event to pack food for kids in collaboration with the development team
 - Support provincial associations and food banks delivering After the Bell to ensure effective communications as they deliver the program in their local communities
 - Support the project planning for After the Bell with an internal, cross-functional team
 - Implement the program to the network of food banks
- Administer and support the implementation of the **Tax Clinic program** across the network of food banks, including:
 - Work with the development team and KPMG to ensure program funding, success, and growth
 - Provide training and support to food bank tax clinics
 - Support the Manager of National Programs with identifying new potential locations
- Administer the **Customer Experience Hotline** program by providing responses to complaints by email and phone and working with provinces and food banks on timely resolutions
 - Work with the third party on-call centre by developing the script to answer calls
 - Develop a directory of contacts for various complaint categories. Flag areas of low, medium, and high risk and refer to appropriate departments if needed
 - Maintain monthly complaints tracking for the FBC team within the Network CRM portal ensuring accuracy and consistency
 - Prepare monthly complaints reports
- Support the implementation and ongoing adoption of client intake solutions across the network
 - Onboard new organizations to Link2Feed
 - Assist with the integration of data into Food Banks Canada's Network CRM
 - Provide support to the Network with their continued use of client intake software

- Support in the development and execution of Food Banks Canada's national conference, contributing to planning, coordination and delivery of a successful event
- Support other key network services and programs identified as priorities aligned within Food Banks Canada's strategic plan
- Ensure that network services and programs are developed with input and support of the food bank network in Canada
- Complete the evaluation of programs, including the collection of data and stories that demonstrate the impact of Food Banks Canada's network services and programs
- Support the Development team to secure funding and steward donors for the execution of network services and programs
- Other duties as assigned

CORE COMPETENCIES:

1. **Relationship Building & Collaboration:** *Builds effective relationships and cooperates with internal and external stakeholders to strengthen Food Banks Canada's culture, support diversity and inclusion in the workplace, and achieve shared goals.*

Behavioural Indicators:

- Cooperates with others by encouraging their participation and valuing their contributions
- Seeks out opportunities to collaborate with and help others on their team
- Builds rapport with internal and/or external stakeholders by seeking to understand their interests and finding common ground
- Works effectively and gets along with a wide variety of individuals and groups, valuing diverse views and opinions
- Seeks out and values constructive feedback, using feedback to identify areas for self-improvement

2. **Commitment to Results:** *Demonstrates commitment to Food Banks Canada's mission and purpose, uses effective planning to determine the steps needed to achieve results, and is accountable to following those steps to reach goals.*

Behavioural Indicators:

- Develops work plans to structure individual work to achieve goals
- Looks for ways to improve individual performance to add value for the organization
- Can be relied upon to follow through on commitments with minimal or no supervision
- Demonstrates commitment to goals in the face of obstacles and identifies where workplans may need to be changed to achieve desired results
- Consistently delivers high quality work within or before deadlines

3. **Flexibility & Adaptability:** *Easily adapts to different conditions and scenarios within one's role and the organization and demonstrates openness to new ways of doing things.*

Behavioural Indicators:

- Demonstrates positivity and openness when faced with a change and shifts priorities accordingly
- Seeks out further information or new skills in order to facilitate adaptation of a change
- Exhibits flexibility in approach to meet the needs of unique situations while adhering to organizational values
- Welcomes and fully supports changes and new ways of doing things in their work
- Makes changes to work plans to adjust to changing priorities and needs

4. **Problem Solving & Judgement:** *Assesses situations, analyzes information, and uses sound judgment to find solutions to issues and mitigate risk, soliciting input from others where appropriate.*

Behavioural Indicators:

- Uses an analytical approach to identify underlying causes of issues to determine the best solution
- Evaluates multiple options to determine the best way to move forward when situations are ambiguous
- Generates own ideas and solutions to issues prior to escalating and bringing them forward
- Identifies potential risks impacting the achievement of strategic goals and takes steps to mitigate risk

5. **Communication:** *Listens actively and clearly conveys information and ideas verbally and in writing, in a professional and respectful manner, to ensure mutual understanding.*

Behavioural Indicators:

- Actively listens to and considers the thoughts and ideas of others
- Demonstrates an awareness of non-verbal communication and utilizes appropriate and professional body language
- Communicates clearly, concisely, and professionally in-person and through electronic means
- Able to determine appropriate communication channels and methods for a particular scenario, message, or audience

KNOWLEDGE, SKILLS & ABILITIES:

- Professional and self-confident, with excellent communication and interpersonal skills
- Skilled at building positive relationships with a diverse group of stakeholders
- Initiative, self-starter, with an ability to work with little supervision
- Strong conflict resolution skills with the ability to navigate sensitive situations diplomatically and constructively
- Creative, flexible, and able to adapt to change
- Organized and able to manage multiple priorities and deadlines
- Commitment to the mission of Food Banks Canada and a familiarity with the issues of poverty and hunger in Canada
- High level of computer proficiency (Microsoft Office)
- Bilingualism (English/French) is an asset

EXPERIENCE, EDUCATION & QUALIFICATIONS:

- Completion of an undergraduate degree or equivalent
- Minimum 4 years' experience in non-profit programs
- Program design and delivery experience, and extensive experience, skills, and training in successful project management
- Experience managing or supporting complex and large scale/multi-stakeholder programs with ability to effectively coordinate multiple projects, deadlines, and priorities
- Experience working in the nonprofit sector, national organizations within a networked structure or an association is an asset

This job description is provided to capture the primary components of this role. It is not meant to be an exhaustive list. An individual may be required to perform other tasks which may not be listed but are consistent with the general intent of this role.

From time to time, Food Banks Canada may make changes to this job description. Reasons for such changes include, but are not limited to, changes in business processes and practices, technology changes, legal requirements, network feedback, or changes to organization structure and reporting relationships.