



Position Title: Food Access Director
Reports to: Program Director
Supervises: Food Access Managers + Volunteers
Salary Range: \$66,000 - \$70,000
Date Updated: June 2024

Summary:

WayForward Resources is working to bring our community together to create food security in Dane County and housing stability through action and advocacy in the West Madison, Middleton, and Cross Plains areas. WayForward operates one of the largest food pantries in Dane County. The Food Access Director is responsible for the overall management, supervision, and evaluation of WayForward's Food Access Programs which includes the **food pantry, clothing center, delivery program, mobile food pantries, gardens, as well as warehouse operations** ensuring the greatest impact of our services in the lives of people in our community, with a bend towards innovation, collaboration, and greater community change.

As a member of the program leadership team, the Food Access Director will influence the direction and strategy of Food Access Programs, in addition to problem-solving around the Food Access program as it relates to our other programs and client issues.

The ideal candidate will have a proven ability to foster coordination and cooperation among diverse groups with sometimes competing goals. In addition, they will be committed to getting results in a fast-paced and complex environment, including working with community groups and partners, volunteers, and clients when needed.

Job Responsibilities:

The Food Access Director will:

Program Development and Management

- Develop and implement strategic initiatives, focusing on the highest delivery of impact, data, and research-driven innovation to create Food Security and Access, focusing on core barriers to people with food insecurity.
- Provide support, direction and **set the culture** for creating a welcoming and dignified client experience.
- Oversee sourcing and procuring food and goods to ensure client access to high-quality, nutritious food at the best cost for the organization.
- Provide timely, direct intervention in complex guest interactions.
- Communicate with strong emotional awareness both verbally and in writing with a wide range of people (volunteers, clients, staff, donors, community).
- Design and implement program evaluations to measure service delivery and formulate action plans to address issues
- Collect and analyze data (both qualitative and quantitative) and trends identify issues, and develop and recommend solutions. Keep all staff fully informed of key program data.



- Ensure reports are completed on time to food bank partners, for internal reports, and other reports as assigned.
- With the Program Director, develop a budget that reflects goals and intended outcomes.
- Be familiar with and ensure that Food Access Programs operate within the scope of applicable regulations.
- Provide services directly to guests and fill in for food access staff as needed.
- Serve as an organizational leader, taking initiative and providing input that strengthens the organization as a whole.

Supervision and Volunteer Management

- Above all, support Food Access Managers and Volunteers to ensure the highest level of client service and to meet program objectives.
- Provide direction, support, and consultation to Food Access Managers as it relates to volunteer management and supervision.
- Collaborate with the Volunteer Program Manager and Program Director to design programs that best utilize volunteers.
- Contribute to fostering a diverse and inclusive workplace where everyone feels valued and respected.

Community Partnership Relationships and Community Engagement

- Form partnerships with the community to ensure food variety and inventory levels remain consistent utilizing primarily free and no-cost channels,, including but not limited to partnerships with Second Harvest Food Bank, Community Action Coalition, food rescues, and community food drives.
- Develop and maintain key relationships and participate in community work groups with the purpose of collaborating, educating and reporting key findings, data, and recommendations for food security/access needs in the community.
- Together with the Program Director, support ongoing educational opportunities for staff and volunteers around food access/security.
- Participate in growth opportunities to enhance skills.
- Participate in advocacy opportunities.

Qualifications:

We're seeking candidates who excel in **relationship-building**, are **innovative**, and **results-oriented**, and have strong **project management skills**. You:

- Must be willing to engage in personal and professional work around cultural competency and knowledge of racial justice values.
- Have experience with some or all of the following: best practice techniques of food safety, trauma-informed care, issues of mental health and substance abuse, poverty issues, food security systems, and knowledge of resources available.
- Can show a demonstrated commitment to meeting a high bar without sacrificing customer service. You have a demonstrated ability to prioritize strategy over a task list, but with the ability to operationalize long-term ideas and projects and meet deadlines, independently and as part of a team.
- Enjoy talking to people to listen and learn, without an agenda, with an eye towards collaboration and greater community impact. You can navigate important conversations with attention to partnership, honesty, and positive win-win outcomes.



- Are curious, a forever learner, and have demonstrated creative solutions to complex problems.
- Enjoy working with people with differing goals and obstacles and getting to “yes” together.
- Believe and practice a model of constant improvement based on internal and external data and community trends. Can be flexible and adapt quickly.
- Have experience in management of programs and people, as well as budget creation.
- Have volunteered or worked with non-profits in some capacity.
- Experience using and mastering a variety of types of technology-based tools, with the ability to learn independently.

Staff Core Competencies:

At WayForward, no matter the role, we all are stewards of community resources, using them to best serve clients towards our mission and vision. To do this, we bring community members, both donors and volunteers, together to create a lasting impact. The Food Access Director is an integral part of WayForward’s team and all staff must demonstrate specific core competencies.

Working Conditions:

Physical Requirements: Mostly sedentary, but some active work, exerting 25-40 lbs. of force occasionally.

Physical Activity: Primary working position sitting, with occasional standing, stooping, crouching, and kneeling; frequent reaching, carrying, lifting, pushing, pulling, fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-near.

Work/Environmental: Moderate to loud noise level, cement floors, and temperature variations consistent with a warehouse environment.

Personal/Physiological: Interaction with people, working around people, planning of activities, making judgments in emergency situations, frequent changes in duties and volume of work, and intra-organizational communication.

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.