



## Job Posting: Program Standardization Coordinator

North York Harvest Food Bank is the primary food bank for northern Toronto, distributing more than two million pounds of food last year through 37 member agencies and 77 neighbourhood programs. An independent, charitable organization, we envision a community where all members are able to meet their food needs.

### **Position Summary**

We are recruiting an engaged and social justice-oriented candidate to assist with facilitating transformative change at three community food spaces in the Lawrence Heights, Bathurst and Finch and Don Mills and Sheppard neighbourhoods. This position will appeal to candidates who have some familiarity with or experience working on food security and social service issues. The ideal candidate excels when working in process-driven environments and can work well both independently and with multiple stakeholders. The candidate will work across all three sites, as well as the main office.

**Reporting Relationship:** The Program Standardization Coordinator reports directly to the Senior Manager, Program Services

This position is a 10 month contract beginning in mid-March 2017.

### **Scope:**

This position is one of three new roles developed to support North York Harvest's project: Strengthening Food Access Programs and Networks.

### Project Objectives

1. To strengthen North York Harvest's ability to facilitate positive change in our network of food programs.
2. To transition programming and approaches to be more responsive to and reflective of community needs and concerns.
3. To transition programming and approaches to be more centered around positive results (measurably improving livelihoods vs providing food)

The Program Standardization Coordinator will work closely with the Program Services Coordinator and the managers of the three Community Food Spaces to develop, implement and track processes that will standardize client experience across all three sites, with the ultimate aim of improving client experience.

This position is funded through the Ontario Job Creation Partnership program of the Ministry of Advanced Education and Skills Development. Eligible candidates must either be in receipt of



Employment Insurance, have been in receipt in the past 3 years or have been on parental leave in the past 5 years. Compensation for this role is the EI maximum (\$423 per week). North York Harvest will allow up to 20% of full time hours to be allocated to the candidate's job search.

### **Key Accountabilities**

Program Standardization. Assists with change management, including by:

- Assessing current practices across 3 sites
- Assessing needs, barriers and "readiness" of the current programs for transition
- Developing recommendations for standardization
- Convening stakeholders in consultative process (food space managers)
- Liaising with staff and volunteers across the organization throughout process
- Implementing change and troubleshooting issues as they occur (with assistance and guidance from Manager)
- Developing tools, tracking documents and databases to centralize data and processes
- Regular reporting to Manager
- Attending staff meeting, community and network meetings and taking part in professional development opportunities and trainings, as needed
- Traveling extensively between 3 sites

Organizational Image. Protects and furthers the organization's image, including by:

- Contributing to the delivery of customer-focused service
- Fairly and accurately representing the organizational messages and the mission, vision and values statements of NYH to external stakeholders

Teamwork. Contributes to a supportive and inclusive team that works together efficiently, effectively and respectfully, including by:

- Supporting and collaborating with all staff and volunteers
- Actively contributing to a well-functioning staff team

Other duties as assigned

### **Qualifications**

The successful applicant will be able to demonstrate the following competencies and qualifications:



- College or University education in a related field, or equivalent work experience
- Minimum of 2-3 years of experience in a related role
- Interest in working in a medium-sized non-profit environment
- Strong organizational skills
- Demonstrable attention to detail
- Process-driven, ability to understand process and make suggestions for improvement
- Excellent time management skills
- Ability to exercise good judgment, problem solving, and flexibility in response to changing situations and needs
- Experience working with volunteers
- Experience working with diverse communities
- Knowledge of poverty, food security issues and social services in Toronto
- Knowledge of anti-oppression principles
- Familiarity with or experience working in Lawrence Heights, Bathurst Finch, or Don Mills and Sheppard or surrounding neighbourhoods is an asset
- Fluency in a second language including Spanish, Somali, Russian, Arabic, Farsi, Tagalog is an asset
- Strong communication skills and ability to work as a team
- Computer skills (MS Office, Internet, data entry, Google Apps and gmail)
- Ability to work evenings or occasional weekends as required

To apply, please send a resume and statement of interest to [sahar@northyorkharvest.com](mailto:sahar@northyorkharvest.com)

North York Harvest Food Bank is committed to employment equity and encourages applicants from equity seeking groups. We thank all applicants for their interest, however, only those to be invited for an interview will be contacted.