

The Regional Food Distribution Association ('RFDA') is a designated "hub" for charitable food distribution, as a member of the provincial association "Feed Ontario, and 'Food Banks Canada", in North-Western Ontario; providing food to food banks, feeding programs, social assistance programs, and responding to communities in crisis.

Top Five Priorities of the RFDA "Food Service Manager":

The Must Haves

1. Manage and operate the RFDA commercial & community kitchen.
2. Offer "fun" food literacy and safe food preparation programs to children and adults.
3. Give volunteers meaningful, inclusive, and barrier-free engagement opportunities.
4. Advocate for healthy lifestyles by supporting regional community wellness initiatives.
5. ***Must have a selfless passion for helping others.***

Detailed Description:

The Food Service Manager's ('FSM') position reports to the Executive Director of the RFDA, and will provide a diverse array of food services to member agencies, food programs, community groups, agencies, and schools within Thunder Bay and immediate region. The FSM will have a focus on food preparation, food processing, food literacy, and food related social enterprise revenue generation. The FSM will be involved in all aspects of the RFDA operations, as required. In accordance with our vision statement the FSM will be required to behave in a professional manner, relate and communicate well with volunteers, staff, member agencies, the public, visitors, partners, and donors. The FSM will be an integral communication link with our members, educators, social service agencies, and regional food networks.

The FSM is responsible for all aspects of the day-to-day operations. The FSM will act to fulfill the Regional Food Distribution Association's (RFDA) vision, commitments and goals, in a consistent, ethical and cost-effective manner. The FSM will direct and support kitchen activities and opportunities for learning; ensuring a positive and healthy environment. The FSM will balance the needs and expectations of members, clients, and volunteer; within the mandate and obligations of the organization. The FSM will plan, budget, execute, and report on all projects and activities arising from food related activities.

Kitchen Operations and Programming:

The general daily operational functions, including working as a team with the stakeholders include:

- Foster and maintain relationships with local food producers to procure local, seasonal produce
- Maintain relationships with local feeding programs
- Coordinate the preparation of meals for feeding programs with an emphasis on fresh, locally grown food, where available

- Work with schools and educational program providers to offer fun and informative food literacy and ability-appropriate food skills development programs
- Coordinate and deliver appropriate and timely kitchen training, workshops and events; respectful of community and partner needs;
- Maintain kitchen inventory, equipment and supplies
- Develop and maintain sustainable food and waste initiatives in the kitchen
- Develop and maintain kitchen business incubator pilot projects
- Oversee the rental operations within the kitchen
- Ensure proper training and use of kitchen equipment by volunteers and staff
- Develop measurable outcomes or other performance tools to improve traceability and effectiveness
- Attend meetings and workshops;
- Monitor and report on key performance indicators relevant to kitchen operations;
- Perform risk assessment: identify and develop processes and policies to mitigate;
- Remain current and compliant with regulations, policies, and best practices relevant to the position of the FSM

Volunteer Coordination Function:

Incorporate volunteerism as an integral component of the RFDA operating strategy; by developing meaningful opportunities for volunteer service, retention and advancement.

- Research and assist in creation of volunteer job descriptions and procedures;
- Foster an inclusive environment for marginalized populations
- Generate opportunities based on the needs of the organization;
- Raise awareness of the role and function of volunteers;
- Ensure volunteers are appropriately matched and trained in proper food handling;
- Organize rotas and providing inductions and training;
- Monitor, support, motivate and accredit volunteers and their work;
- Celebrate volunteerism by nominating volunteers for awards and organizing celebration events;
- Offer advice and information to volunteers and external organizations through face-to-face, telephone and email contact;
- Keep up to date with legislation and policy related to volunteering, and making any necessary modifications to accommodate changes;

Advocacy and Awareness

Be a catalyst in bringing about positive changes in our local and regional food culture.

- Provide opportunities to integrate individuals with barriers to employment into the food industry;
- Advocate on behalf of the RFDA and its member agencies through public speaking and attending community events, such as conferences, symposiums and health fairs;
- Participate in working groups and community projects that align with the RFDA's vision and goals;
- Work collaboratively with staff and volunteer team to develop strategies to promote awareness of the RFDA, food security issues, day-to-day kitchen operations;
- Remain current and compliant with regulations, policies, and best practices

Other Duties

The FSM is a capable and team oriented individual, able to assume other roles within the RFDA.

- Investigate opportunities for sustainable revenue generation or fund-raising events;
- Participate or lead in a Joint Health & Safety Committee;
- Maintain a strict code of confidentiality for RFDA operations as deemed necessary; while also respecting the dignity and privacy of all individuals working, volunteering, donating, or having any dealing with the RFDA, that may be deemed sensitive in any way;
- Assist the Executive Director with any projects outside of normal day-to-day business operations as requested;
- Assist the Warehouse Manager and Community Service Manager by performing duties related to those positions due to vacation, illness, or low volunteer staffing;
- Other duties that arise from time to time; that support the collective operation and integrity of the RFDA

Qualifications and required assets:

- Degree or Certification: Red Seal Chef, or Kitchen Mgt., food handling, volunteer mgt.
- Excellent communication skills, orally and in writing
- Teaching training or experiential equivalency
- Advanced computer skills with all Microsoft office products
- Excellent organizational skills
- Institutional Safety Management & First Aid certification
- Self starter and a team player
- Ability to communicate effectively with volunteers with diminished capacities;
- Demonstrated negotiating and intervention skills;
- Experience in gardening, green housing, and farming;
- Demonstrated affinity for working in a multi-cultural and equal opportunity environment.

Personal suitability:

Police security check

Candidate must be personally suitable; as this position involves dealing with people from all walks of life and ability levels. Sound judgement, confidentiality and willingness to work in a team supported environment is essential.