



Job Title: Heat-N-Eats Program Manager

Overview:

Food For Free is hiring a Program Manager to both restart and grow our Heat-N-Eats Prepared Meals Program (formerly known as Family Meals). Heat-N-Eats re-purposes surplus prepared foods, donated from local university dining halls and corporate cafeterias, into single-serving frozen meals for people with limited access to kitchens, such as community college students and their families. The program has been on hiatus since the onset of the pandemic, and the demands of food insecurity have greatly impacted Food For Free's operations since the program was last running. This position will be responsible for rebuilding the program in a new context. The Program Manager will manage the kitchen and volunteer program that creates the meals, conduct new partner outreach, and participate in developing the long-term strategy for the program.

The Program Manager position is a full-time, salaried position and will work out of two different locations: Kendall Square kitchen (Cambridge) and Food For Free's Inner Belt facility (Somerville). The Program Manager will report to the Vice President of Programs.

Responsibilities Include:

Recipient Outreach

- Strengthen existing partnerships and facilitate effective program restart with previous partners, offering support they need to optimize meal distribution
- Seek out and foster new recipient partnerships among colleges, universities, and other organizations
- Facilitate program start at new host-sites by supporting processes and infrastructure

Volunteer Management

- Train and manage volunteer groups to safely make the targeted number of weekly meals
- Schedule, coordinate, and communicate with both individual and group volunteers

Program Management

- Rebuild cohesive program in collaboration with VP of Programs and the Operations Department
- Ensure food safety practices in all aspects of food handling throughout meal production
- Create and implement evaluation tools to measure and determine program impact with partners
- Manage inventory of all meal components and prepared meals, sorting prepared food donation inventory

Systems Management

- Work with Operations Coordinator to refine and design workflow to meet program objectives in new context with new staff
- Work with Operations Coordinator to manage partners and coordinate meals made to fulfill partner needs
- Maintain accurate program records and compile a yearly program report

Program Team

- Function as key player on program team to support overall department goals
- Miscellaneous cross-program support as needed



- Other duties as assigned

Required Qualifications:

- 3-5 years relevant experience (nonprofit programs and/or volunteer management)
- Experience in food service industry, relationship management, or business development
- Self-starter capable of working autonomously and proactively to advance program goals
- ServSafe certification (can be secured post-hiring)
- A warm and professional demeanor to interact with a diverse group of volunteers and program partners
- Commitment to social justice, and food justice in particular
- Exceptional leadership, interpersonal, and communication skills
- Ability to lift 40 pounds and work on your feet for several hours at a time
- Ability and willingness to identify and implement improvements to the kitchen production process
- Ability to think on your feet and problem-solve in the moment
- A high level of organization and time-management skills

About Food For Free

Food For Free is a Cambridge-based, non-profit organization dedicated to providing the Greater Boston community with reliable access to fresh and nutritious food. We accomplish our mission through food rescue, partnerships with schools, colleges, and traditional food organizations, as well as our own direct service programs. In fiscal year 2021, Food For Free distributed more than six million pounds of nutritious food and reached more than 40,000 people throughout Greater Boston.

Food For Free is a flexible, innovative organization. We have an open, informal culture and believe deeply in transparency and integrity. Collaboration is at the heart of all that we do and it comes from a deep respect for one another, our community and the people we serve. We believe work should be fun and when people are playing to their strengths, they are at their best.

Schedule & Working Conditions

- This is a non-exempt, full-time salaried role (40 hours per week).
- Provide continuous improvement feedback and communication to management
- May be required to flex hours to support all areas of the business
- Requires stooping, kneeling, crouching, lifting, carrying, and reaching
- Physical ability to perform tasks that may require prolonged standing, sitting, and other activities necessary to perform job duties.

Compensation: At least 50k annually

Benefits:

Food For Free offers a generous benefits package, including:

- 75% Healthcare, Dental, and Vision
- (3) weeks paid vacation first year; eligible for unlimited vacation beginning year 2
- 16 Paid Holidays
- Paid wellness days
- 403(b) Retirement Account and Match



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How to Apply:

Candidates should email a cover letter and resume to Stephanie Tyler Smith at stephanie@foodforfree.org

Food For Free is an equal opportunity employer and is strongly committed to building and maintaining a diverse community. Persons from diverse backgrounds including women, communities of color, the LGBTQ+ community and people with disabilities are encouraged to apply.