



Position Guide

Director, Human Resources

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THE ORGANIZATION

In 1967, John van Hengel changed the way the nation approaches hunger relief when he started the world's first food bank in Phoenix, Arizona. In 1979, he helped establish the organization that would become America's Second Harvest – The Nation's Food Bank Network, the largest domestic hunger-relief organization in the United States. Since its founding, America's Second Harvest has been a national leader in providing emergency food assistance to hungry Americans.

Today, more than 200 food banks and food-rescue organizations comprise a network that includes all fifty states, the District of Columbia and Puerto Rico, distributing donated food and grocery products through more than 50,000 charitable agencies operating more than 94,000 programs such as food pantries, soup kitchens, emergency shelters, after-school programs and Kids Cafes®. Approximately 80 percent of all food banks in the country are part of the America's Second Harvest Network. In 2007, an estimated 2 billion pounds of privately donated food flowed from the food and grocery industry to feed needy people.

Special programs exist to focus on the needs of specific populations. For example, the Kids Cafe® program provides free meals and snacks to low-income children through a variety of existing community locations where children congregate such as youth programs, churches or public schools. There are 132 America's Second Harvest food banks and food-rescue organizations operating more than 1,600 Kids Cafe sites, serving over 6 million meals each year to children in 44 states and Washington, DC. Community Kitchens®, another program organized by America's Second Harvest, provides culinary job training to low-income men and women to prepare them for careers in the food service industry.

With a budget of close to \$65 million for the fiscal year that will end June 30, 2008 and a staff of close to 140 people in its Chicago based national office, America's Second Harvest has been noted as one of the most effective charities in the country. *Forbes* Magazine gave America's Second Harvest a charitable commitment rating of 98%, meaning that 98% of all product and monetary donations go directly towards America's Second Harvest's mission of feeding hungry people rather than administration or fundraising. *Worth* Magazine has named America's Second Harvest one of the best 100 charities in America.



America's Second Harvest depends entirely on the support of individuals, corporations and charitable foundations, and every \$1 received enables the organization to distribute more than 20 pounds of food and grocery products to its national network. Currently, America's Second Harvest derives support from corporate contributions (14%), foundation grants (28%), individual contributions (7%), direct marketing (34%), cause marketing (5%), food bank fees (6%), conferences and workshops (1%), and investment and other income (5%).

In addition to hunger relief, America's Second Harvest works to publicize and draw attention to the issue of hunger in America through its research and public policy agendas. The *Almanac of Hunger and Poverty in America 2007*, a research project of America's Second Harvest, is a comprehensive guide to national and state facts on hunger and poverty.

Additional information on America's Second Harvest can be found at www.secondharvest.org

THE POSITION

America's Second Harvest, the Nation's Food Bank Network, has evolved from a grass roots operation of small, local food banks and agencies into one of the most sophisticated organizations for food distribution in the world. As it continues to expand in both size and scope, there is a need for a strong, human resources generalist to provide and deliver innovative and progressive people services to A2H. This is a new position.

In the first 90 days of joining A2H, the Director, Human Resources will assess A2H's human resources processes and collaborate with the Vice President, Human Resources to create stronger and more responsive human resource systems. The successful individual will focus particularly on staffing, training, performance management, compensation and knowledge management.

To address its mission of ending hunger, America's Second Harvest has become larger and more complex. In the national office and throughout the member network, a cultural shift is transforming A2H into a faster and more responsive organization that is able to focus on hunger related issues on a more systemic and comprehensive scale. The Director of Human Resources will need to be comfortable in an environment of rapid change and a strong champion and supporter of A2H's cultural transformation.

The Director, Human Resources, reports to the Vice President, Human Resources; the human resources staff includes the Vice President, the Director and a Senior Human Resources Representative. The Vice President, Human Resources will have responsibility for the overall strategic direction of human resources and organizational development. The Director, along with the Senior Human Resources Representative, will implement these strategies.

RESPONSIBILITIES

The Director, Human Resources will have the following responsibilities:

- With the Vice President, Human Resources, provide strategic direction on workforce development issues, including recruitment and selection, job analysis, retention and advancement.
- Design and administer policies that provide competitive and equitable compensation.
- Strengthen and develop employee training and professional development.
- Monitor performance evaluation processes and make recommendations for revisions as necessary.
- Serve as a resource to the member food banks and the network.
- Manage the planning and development of employee benefit programs.
- With the Vice President, Human Resources, manage all aspects of employee relations.



- Ensure compliance with government employment laws and regulations.
- With the Vice President, Human Resources, design and implement human resource strategies, policies and procedures for national office staff persons that improve organizational effectiveness and encourage achievement of individual goals.

QUALIFICATIONS

The Director, Human Resources will be a human resources generalist with demonstrated experience in the areas of talent acquisition, training and development, employee relations, and compensation and benefits.

- Bachelor's degree required, as is the SPHR (Senior Professional of Human Resources) certification.
- Ten years of progressive human resources experience, including four years of management, preferably in a large, decentralized environment; knowledge management and e-learning experience would be an asset.
- Superior writing and presentation skills.
- Ability to manage multiple and competing priorities with demonstrated results.
- High degree of focus on superior customer service.
- Demonstrated success delivering results in a fast-paced environment.
- Highly comfortable and proficient with technology.
- Personal commitment to ethics and confidentiality.
- Demonstrated experience as a successful change agent in an evolving organization.
- Commitment to organizational mission of creating a hunger-free America.

COMPENSATION

Compensation will be commensurate with experience and record of successful achievement. America's Second Harvest offers generous benefits and professional development opportunities.

APPLICATION

Inquiries, applications and nominations should be directed to:

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America's Second Harvest - The Nation's Food Bank Network embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented diverse workforce in a culture where all employees will contribute to their fullest potential.