



Hawaii Foodbank Job Description

Job Title	Kauai Agency Relations & Kupuna Programs Manager
Department	Kauai Operations & Programs
Reports (matrix) to	Kauai Assistant Director Director of Agency Relations VP of Strategy & Programs
FLSA Status	Exempt
Last Review Date	April 2025
Approved by	Chief Operations Officer
Approved Date	04 26 2025

POSITION SUMMARY

Under the director of the Kauai Assistant Director, the **Kauai Agency Relations & Kupuna Programs Manager** is responsible for leading and managing agency partner initiatives and the implementation and administration of programs serving senior citizens on Kaua'i. This includes maintaining and strengthening relationships with partner agencies, overseeing compliance and program effectiveness, implementing strategies to enhance agency engagement and food distribution efforts, and managing programs such as CSFP, Kupuna Fresh, and SFMNP. The position ensures program sustainability through caseload management and outreach, training, and compliance with all regulations. The position will also administer Feeding America programs, community organizational events and food distribution at the agencies.

The **Kauai Agency Relations & Kupuna Programs Manager** must demonstrate an active commitment to the Hawaii Foodbank Mission in all aspects of daily work.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Manage agency relations, including responding to inquiries, providing training, and handling paperwork.
 - Conduct agency monitoring visits to ensure compliance and program success.
 - Maintain partner files activity logs, and the partner database (Netsuite, Link2Feed), including regular review and database information updates.
 - Lead agency orientations, training, and capacity-building initiatives.
 - Provide weekly updates for partner agencies via MailChimp.
 - Prepare and submit accurate reports on agency activities and program statistics.
 - Develop and implement strategies to enhance relationships with agency partners.
 - Act as the Hawai'i Foodbank liaison with network member agencies, ensuring compliance with food safety, food distribution, and program requirements.
 - Manages the Neighbor Connector database to existing partner agencies or any new system to track data
- Oversee the implementation of programs:
 - CSFP, TEFAP, and TANF at partner agencies – including the mobile pantry & ensuring goals are met.



- Responsible for the implementation of programs: CSFP, Kupuna Fresh (KF), SFMNP, which serves senior citizens on Kaua'i.
- Recruits qualifying seniors for all programs, submits applications, and maintains client lists in accordance with program rules which may lead to a client's removal from the program.
- Works with the Operations Manager so that an accurate record of CSFP distribution is kept and that CSFP foods are delivered to the designated distribution sites.
- Full supervisory responsibility for direct reports in all aspects of personnel administration, including hiring, training, coaching, employee development, performance appraisals, discipline, and conflict resolution. Conducts regular department meetings to inform staff and to facilitate operational improvements. Actively participates as a member of the Leadership Team. Actively identifies employees with talent, skill, and drive, and works to optimize their potential.
- Serves as the primary lead at the food bank, conducting research on community hunger needs by using data points and in-person monitoring to evaluate whether current hunger relief efforts adequately support all areas of the island and to identify any gaps in service coverage.
 - Provide program data and reports to stakeholders.
 - Assist with the administration, data collection, and compliance of County, State and Federal programs.
 - Conduct outreach, education, and engagement efforts.
- Leads all community food distributions, from large-scale drive-thru events to targeted mobile food pantry deployments, ensuring underserved populations receive equitable access to essential food resources.
- Receives and investigates reports and concerns—including complaints from Partner Agencies or neighbors—related to food bank operations.
 - Provides written documentation such as Food Safety Reports and Customer Complaint Reports.
 - Delivers recommendations to leadership for corrective action, and enforces necessary measures in response to any non-compliance with food safety guidelines or the Feeding America Partner Agency Contract.
 - Address partner agency issues and complaints, and facilitate communication between HFB staff and partner agencies.
- Collaborate with internal teams and the County of Kaua'i, Office of Elderly Affairs, and community to ensure agency needs are met effectively and to solicit support for the development of the KF program.
- Play an active role in our Disaster Preparedness cohort.
- Assist with the administration, data collection, and reporting of grant-funded programs.
- Works with the Product Resourcing Team to obtain food distributed through the programs. For meal distribution, the Kupuna Programs Manager will work within the established sourcing guidelines.
- Assist with fundraising, volunteer coordination, and community events. Support fundraising and volunteer activities as needed. Assist with outreach, education, and research to support agency engagement and program effectiveness.



OTHER FUNCTIONS

- May serve in a Disaster Response role as outlined in Hawai'i Foodbank's Disaster Response Plan, carrying out responsibilities consistent with the Incident Command System (ICS) framework.
- Participates in all required meetings.
- Participates in all Hawaii Foodbank activities as appropriate and assigned.
- Provides the Kauai Director with Human Resources support.
- Provides administrative support in office activities including purchasing, storing, and handling supply inventory.
- Provide leadership in special projects as requested.
- Ensures the health, safety, cleanliness and security of the work environment.
- Comply with all federal, state, and company policies, procedures, and regulations.
- With team, present recommendations and assist in implementing quality initiatives.
- Provide support on any other duties as assigned.

QUALIFICATIONS

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Working evenings, holidays, special events and project work and weekend hours as needed.

PHYSICAL DEMANDS

Physical Demands	Not Applicable	Occasional 1-33%	Frequent 34-66%	Constant 67-100%
Pushing			X	
Pulling			X	
Lifting			X	
Ground to waist Height			X	
Waist to Chest Height			X	
Overhead Height			X	
Carrying			X	
Sitting				X
Standing			X	
Walking			X	
Running		X		
Stair Climbing		X		
Bending		X		
Crawling		X		
Squatting		X		
Kneeling		X		
Stooping		X		



Crouching		X		
Climbing		X		
Forward Reaching		X		
Twisting		X		
Side Bending		X		
Overhead Reach		X		
Grasping				X
Handling				X
Finger Dexterity				X
Vision				X
Hearing				X
Eye-Hand-Foot Coordination				X

COMMUNICATION DEMANDS

Communication Demands	Not Applicable	Occasional 1-33%	Frequent 34-66%	Constant 67-100%
talking to co-workers				X
talking to customers				X
written communication to co-workers				X
written communication to customers				X
talking to outside trade persons/vendors				X
written communication to outside trade persons/vendors				X
talking on the telephone				X
supervising others				X
responding to written or verbal requests of co-workers				X
responding to written or verbal requests of vendors			X	
training/giving verbal instructions			X	
receiving verbal instructions			X	
receiving written instructions			X	
writing/composing written language				X
reading				X
visiting/working at different worksites				X

**SUPERVISORY RESPONSIBILITIES:**

- Provide guidance to team members and assist with problem resolution.
- Conduct or participate in performance evaluations of team members and provide feedback and recommendations to management.
- Carries out supervisory responsibilities in the accordance with the organizational policies and applicable laws

EDUCATION and/or EXPERIENCE:

- 2 years of college and/or 2 years related experience; or equivalent combination of education and experience.
- Non-profit experience is preferred

LANGUAGE SKILLS:

- Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to senior leadership, public groups, and/or boards of directors.

MATHEMATICAL SKILLS:

- Exceptional analytical skills and strong mathematical ability.
- Ability to add, subtract, multiply, and divide in all unites of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Possess the ability to define problems, collect data, establish facts, and draw valid conclusions in the problem solving and decision making process; ability to interpret an extensive variety of technical instructions; and ability to analyze all aspects of a situation and determine win-win outcomes.

CERTIFICATES, LICENSES, & REGISTRATIONS

- Valid driver's license
- Must obtain the ServSafe Food Safety Manager's Certification within the first year of employment, as required under the Feeding America Partner Agency Contract.

EQUIPMENT, MACHINES, TOOL, VEHICLES USED:

- Insured personal vehicle
- Ability to use a computer workstation including keyboard, mouse, printer, fax, and internal phone systems to execute tasks.

**WORK ENVIRONMENT:**

- Field work requiring driving for off-site sales and service visits with existing and potential business members.
- Ability to obtain and maintain a clean driving record, and medical card
- Computer proficiency including familiarity with Microsoft Office, Word, Excel and Outlook
- The noise level is moderate to loud at times.

ADDITIONAL INFORMATION

This job description in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by management. Management has the right to add to, revise, or delete information in this job description.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

I have read and understand the essential duties, responsibilities and qualifications for this job and am able and willing to perform them accordingly.

Signature

Date

Print Name