



## **Open Arms of Minnesota Job Description: Culturally Specific Meal Project Manager**

### **Organizational Summary:**

**Open Arms of Minnesota (OAM)** is a nonprofit that prepares and delivers healthy, nutritious food to people living with life-threatening illnesses. Our mission is to nourish mind, body, and soul. In our state-of-the-art kitchen, OAM staff members and more than 6,600 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own Open Farms gardens. Volunteers deliver the meals throughout the Twin Cities metro area to approximately 3,000 clients, caregivers, and dependents annually, providing nourishment and hope for families dealing with life-threatening illnesses. There are no fees for any of Open Arms' services. Open Arms is a volunteer-driven organization and is culturally unique in our high commitment to an excellent volunteer experience.

To learn more, visit [www.openarmsmn.org](http://www.openarmsmn.org)

**Open Date:** December 13<sup>th</sup>, 2021

**Closing Date:** Until filled

**Position Overview:** This full-time, salaried position contributes to the fulfillment of Open Arms' mission by launching and managing a grant-funded culturally specific meal program. This role has a unique opportunity to aid in providing a culturally competent menu and meal provision experience for underserved communities in the Twin Cities metro. This position will report to the Director of Nutrition Services and work with stakeholders such as a menu advisory council, OAM clients, funders, the defined underserved communities, and referral partners. As with all OAM staff positions, this position is responsible for helping ensure volunteers and interns have an exemplary experience during all interactions with Open Arms and is expected to consistently maintain a high level of customer service to all guests, clients and fellow team members.

### **Primary Job Responsibilities:**

#### *Planning*

- Conduct a needs-analysis of diverse communities most affected by COVID-19 and build connections with existing community resources.
- Identify community demographics and medical/nutrition needs of underserved community members with critical illnesses most affected by COVID-19, including but not limited to HIV, cancer, ESRD, diabetes, and CHF.

- Identify culturally specific menu needs for diverse communities (including Hmong, Latinx, and/or East African menus)
- Assemble a diverse menu advisory council to consult and lead in recipe development for three menus.
- Identify potential program and referral partners to increase organizational capacity to support expanded enrollment among underserved communities.
- Plan the delivery of the overall program and its activities in accordance with the mission, strategic plan, and the goals of Open Arms.
- Participate in shaping and presenting OAM's message to corporations, community and faith-based organizations, schools, and the community at large to promote broad support for OAM and this program.

### *Operating*

- Identify community chefs to develop recipes for the three approved menus
- Coordinate the menu development of three menus, acting as liaison between community chefs and internal kitchen and RD teams.
- Monitor cultural/logistic barriers to referral and service delivery of the culturally specific menus.
- Conduct in-services and trainings to increase awareness of the program offerings within service agencies in the targeted communities.
- Build and maintain a referral network for the client services team.
- Build and maintain linguistic resources needed to serve target communities including staff and consultant capacities.
- Monitor the program activities on a regular basis, ensuring the highest quality of services to clients.
- Oversee development and implementation of all program policies and procedures, ensure that program activities operate within the policies and procedures of the organization.
- Work with OAM Registered Dietitians to ensure that the nutrition needs of clients are being met in accordance with the mission and goals of Open Arms.
- Ensure that program activities comply with all relevant legislation and professional standards.
- Conduct and evaluate surveys of taste, comfort, and satisfaction of new menu items.
- Work with OAM Registered Dietitians to coordinate nutrition assessment and counseling for those disproportionately impacted by COVID-19, particularly those with comorbidities, malnutrition, and complicated nutritional needs.
- Focus on the needs of the current and future clients of Open Arms by soliciting program feedback, implementing, and maintaining program evaluation and constantly directing program improvement.
- Evaluate effectiveness and report on results by generating reports and build queries from the client services database for OAM internal reporting or stakeholders.

### *Leadership*

- Ensure that all aspects of the program operate within the approved budget projections, monitoring and approving all budgeted program expenditures.
- Represent OAM in the community by serving on appropriate coalitions, community groups, professional committees, etc.
- Act as the face of the project - developing effective communication between clients, OAM staff, donors, volunteers, referral agencies and the greater community.
- Assist Development and Communication staff by providing information for reports, funders, OAM written materials, and more.
- Write program reports as asked by CEO or Director of Nutrition Services.
- Identify and evaluate the risks associated with program activities and take appropriate action to control the risks.
- Report evaluation findings to the Director of Nutrition Services and recommend changes to enhance the program, as appropriate.
- Help ensure Open Arms provides an outstanding experience for all volunteers by regularly seeking out meaningful and positive interactions with them and maintaining a positive, friendly, helpful attitude at all times.
- Support the mission, value, and brand of Open Arms of Minnesota.
- Model the highest ethical behavior and set the standard for superior customer service to Open Arms clients, volunteers, and stakeholders.
- Other related duties as assigned.

### **Requirements:**

- 3-5 years of experience developing, improving, and evaluating programs to serve diverse communities.
- Demonstrated experience with, and commitment to working with a client base diverse in race/ethnicity, age, gender, sexual orientation, socioeconomic status, religion, and physical ability.
- Knowledgeable in traditional Hmong, Latinx, and/or East African cuisine preferred.
- Multilingual skills - at least one preferred language includes Hmong, Amharic, Tigrinya (Tigrigna), Oromo, Arabic, Somali, and/or Spanish, as well as English.
- Strong experience preferred in nutrition, health care or food service.
- Proficient in using technology as a management reporting tool and experience working with information technology staff to develop and implement program evaluation systems.
- Strong and demonstrable project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.
- Excellent verbal and written communication skills with exceptional attention to details.
- Creative problem-solving skills.
- Personal qualities of integrity and credibility.

- Active Minnesota driver's license and access to reliable transportation
- Flexibility to work occasional evenings and weekends.
- Sensitivity and commitment to diversity and able to work respectfully with wide array of co-workers and members of the community.
- A passion for the mission and values, and unique culture of Open Arms.

**Physical Requirements:**

- Ability to communicate in English verbally and in writing.
- Able to operate standard office equipment such as telephone, computer, printer and copy machine.
- Able to sit for long periods of time
- Able to work on feet for long periods of time

**Reports To:** Director of Nutrition Services

**Pay Rate Range:** \$55,000- \$60,000 annually

**Hours:** Full-time, 40 hours per week.

**Location:** Minneapolis, MN 55408

**To Apply:**

Please send resume and cover letter detailing pertinent experience to:

**OAM HR**

- Email: [jobs@openarmsmn.org](mailto:jobs@openarmsmn.org)
- Fax: 612.872.0866
- Mail: 2500 Bloomington Avenue S, Minneapolis MN 55404
- NO CALLS PLEASE

**Benefits:**

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, and personal time off (PTO), retirement plan with employer match program. Employee-paid vision plan is also available.

Open Arms of Minnesota is committed to hiring and fostering a diverse and inclusive workforce that leverages the skills and talents of all employees in our organization, regardless of race, gender, national origin, age, religion, sexual orientation, gender identity, familial status, disability, or socioeconomic status. We encourage diverse candidates to apply for this position.

**Equal Opportunity Employer**