



Open Arms of Minnesota Job Description: Senior Manager of Nutrition

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: by providing food as medicine, we nourish our clients and build community. 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

Open Date: January 3rd, 2023

Closing Date: Until filled

Position Overview: The Senior Manager of Nutrition contributes to the mission of Open Arms by ensuring clients receive the highest quality services from OAM nutrition staff. The Senior Manager of Nutrition Services is responsible for enhancing the existing nutrition program, overseeing department operations, implementing the goals and objectives of the strategic plan, developing, and implementing policies and procedures, and measuring client satisfaction and program efficacy as they relate to the nutrition aspects of OAM's mission. This position supervises 3 staff, as well as interns and volunteers. 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.

The ideal candidate for this position:

- An **experienced nutrition professional** who possesses an understanding and deep knowledge of food is medicine, and a commitment to the health of those with critical illnesses and health issues.
- A **program builder with client-serving ideas**; creative problem solver, unafraid to use unorthodox methods; is seen as original and value-added in brainstorming settings.
- Someone **analytical**, interested in program results, understanding the impact of services on clients and advocating benefit to the client while setting internal performance goals with team members.
- A **tone setter** that pursues everything with energy, drive, and a need to finish; even in the face of resistance or setbacks; steadfastly pushing self and others for results.

- A warm, authentic, and **curious team manager and leader** with excellent interpersonal skills, who is proactive and forward-thinking, focused on problem-solving and bringing emotional intelligence to their work.
- Someone with **high cultural competency**, a passion for diversity in the workplace, experience, and commitment to creating and maintaining an equitable and inclusive environment for staff and volunteers.
- A **collaborative, inclusive peer** who responds and relates well to people in all positions; manages up and down, is seen as a team player and is cooperative, looking for common ground
- A **culture influencer** who understands that Open Arms' unique, relational culture is the key to our success and growth.
- Someone who **excels in a rapidly changing, fast-paced environment** with extremely diverse and distinct organizational departments.
- A **hands-on team player**, who is comfortable at the leadership level, but is not afraid to get their hands dirty in organizational operations.
- Someone who is able to **manage processes and systems** by designing practices, processes, and procedures necessary to get things done; simplifying complex processes; maximizing fewer resources; creating systems that manage themselves.

Primary Job Responsibilities:

Operations

- Supervise Nutrition Services Department, team members
- Ensure the Nutrition Services Department fulfills the needs of clients with the highest level of customer service.
- Evaluate effectiveness and report on nutrition program results by generating reports and building queries from the client services database for OAM internal reporting or stakeholders.
- Develop and maintain systems that help increase revenue generation from Medicare reimbursement for medical nutrition therapy.
- Assist with the development and implementation of the Healthy Food Policy and provide updates as needed.
- Lead the Nutrition Services Department in identifying, maintaining, and monitoring the nutritional needs of clients in accordance with the mission and goals of OAM.
- Provide nutrition information and data as needed for board reporting, grants and proposals.
- Work closely with our Menu Specialist to provide support in nutritional analysis and the building of medically tailored recipes from a Nutrition scope.
- Oversee all aspects of nutrition services provided for clients including but not limited to nutrition counseling and education procedures.
- Assist the Chief Program Officer and Senior Manager of Client Services in determining client eligibility requirements as they relate to nutritional risk.
- Responsible for developing, overseeing, and updating the nutrition counseling program, ensuring that it is accessible to all clients and prioritizing clients who are at high nutritional risk.
- Champion the success of and work alongside Food Services Director to oversee operations of the Summer Meals Program and other community initiatives.

Planning

- Work with Chief Program Officer to develop, implement, and maintain Nutrition Services Department policies and procedures.
- Work with the Client Advocate and Chief Program Officer to support Client Advisory

committee meetings and planning.

- Work with the Chief Program Officer, and Senior Manager of Client Services and Nutrition Services staff to create a documented scope of services for OAM clients to ensure consistency and high quality.
- Update forms to reflect changes to the nutrition program.
- Work with the Communications team to update and design nutrition-related collateral for clients, referrers, and volunteers, including handouts, brochures, nutrition program newsletters, and other new ideas.
- Work with pertinent staff to create an outreach plan, ensuring current and new partners are making referrals and have current information related to the nutrition program.
- Develop presentations to be used and conducted by the nutrition department for outreach opportunities, conferences, and other events.
- Develop and maintain a detailed nutrition intern onboarding process and clear communication around projects and their work.

Staffing

Expectations for all Managers/Supervisors: Managers and Supervisors are role models for all staff and volunteers and are responsible for conforming to a high standard for work performance, ethics, integrity, collaboration, positive respectful communication, and problem-solving. Open Arms is a dynamic, high-change environment that demands that Managers and Supervisors not only effectively manage their own departments but also work collaboratively with other departments and employees to constantly improve systems and operations.

- Work with Human Resources and supervisor to recruit, interview and select well-qualified nutrition program staff.
- Supervise and evaluate all aspects of employee performance, providing direction, input, and feedback, setting, and monitoring annual goals.
- Ensure all nutrition program staff members receive orientation and appropriate training in accordance with organizational standards.
- Help ensure Open Arms provides an outstanding experience for all volunteers and interns by regularly seeking out meaningful and positive interactions with them and maintaining a positive, friendly, and helpful attitude always.

Leadership

- Act as the leader of the department by developing effective communication between clients, OAM staff, donors, volunteers, referral agencies, and the greater community.
- Develop and maintain effective working relationships with OAM's referral agencies.
- Represent OAM on the Food is Medicine Coalition-Clinical Committee.
- Provide nutrition expertise on agency-wide initiatives.
- Regularly collaborate with key OAM partners to work on organizational relationships, growth, and education.
- Work with organization leaders on implementing demonstration projects with healthcare.
- 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 its programs.
- Serve on OAM staff leadership teams when asked and represent the department.
- Write nutrition services reports as requested by executive leadership.
- Support the mission, value, and brand of Open Arms of Minnesota.
- Other duties as assigned.

Requirements:

- Registered dietitian, licensed in MN; 5+ years working with clients in a nutrition program
- 3+ years' experience supervising staff in an equivalently sized nutrition program in a non-profit, medical facility, or other service-based organization
- Interest in and ability to work directly with people living with a life-threatening illness; good understanding of the nutritional needs of individuals with chronic illnesses including HIV/AIDS, cancer, MS, ALS, ESRD, COPD, and CHF.
- Experience with menu planning for people living with critical illnesses or health conditions
- Experience in a non-profit and/or volunteer-driven environment is strongly preferred.
- Demonstrated ability to create, lead and motivate a team.
- Strong ability to multi-task and work in a fast-paced, high-pressure setting.
- Strong organizational skills and ability to work successfully both independently and collaboratively as part of a team.
- Experience creating database reports, building queries for statistics used for grant reporting as well as internal tracking.
- Familiar with using nutrition analysis/kitchen management software such as Food Processor.
- Knowledge of computer programs including Microsoft Office and PowerPoint.
- Billing experience and experience using electronic medical records or client databases
- Active Minnesota driver's license and access to reliable transportation.
- Availability by cellphone.
- Willingness to participate in a wide array of tasks that help support the overall mission of OAM (examples may include providing backup delivery to clients, or assisting with events such as Cook-A-Thon, Moveable Feast, and Thanksgiving turkey deliveries)
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.
- Extremely detail-oriented, well-developed organizational skills, and ability to handle multiple projects at the same time.
- Strong leadership skills.
- Excellent verbal and written communication skills with exceptional attention to detail.
- Personal qualities of integrity and credibility.
- Demonstrated experience with, and commitment to working with staff, volunteers and a client base diverse in race/ethnicity, age, gender, sexual orientation, socioeconomic status, religion, and physical ability.
- Ability to think strategically, creatively, and proactively with a solutions-focused approach.
- Ability to work under pressure and deal with and maintain a positive attitude in stressful situations and during busy periods.
- Ability to work occasional evenings and weekends.
- Great organizational skills and ability to adapt quickly to the changing needs of the organization.
- Ability to work with flexibility, efficiency, and enthusiasm, both individually and as part of a team in a fast-paced, high-demand environment.
- Proficiency in standard office software programs (Office, PowerPoint, etc.).
- Availability to work on-site during hours of operation, including evenings and weekends at two different physical campuses – one in Minneapolis and one in St. Paul.
- A passion for the mission and values of Open Arms.

Physical Requirements:

- Ability to communicate verbally and in writing in English.
- Able to operate standard office equipment (such as telephone, computer, printer, and copy machine).
- Able to sit for long periods of time.
- Ability to talk and hear, and to communicate verbally and in writing in English.
- Ability to review and reply to documents and information on computer screens as well as to use a computer and a variety of software programs.

Reports To: Chief Program Officer

Compensation Range: \$65,000 - \$75,000

Location: Minneapolis and St. Paul, MN

Hours: Full Time

To Apply:

Please send a resume and cover letter detailing pertinent experience to:

OAM HR

- Email: jobs@openarmsmn.org
- Fax: 612.872.0866
- Mail: 2500 Bloomington Avenue S, Minneapolis MN 55404

Benefits:

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, paid Holidays, personal time off (PTO), retirement plan with an employer match program. An 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 all individuals with direct or transferable experience to apply for this role.

Equal Opportunity Employer