



**Open Arms of Minnesota Job Description:  
Director of Quality Assurance and Food Safety**

**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 two state-of-the-art kitchens, OAM staff members and more than 4,700 volunteers create meals specifically designed for our clients' nutritional needs. We use fresh and, whenever possible, organic ingredients, including produce from our own 5 Open Farms urban garden locations. Volunteers deliver meals throughout the Twin Cities metro area to approximately 4,400 clients, caregivers, and dependents annually, providing nourishment and hope for families dealing with life-threatening illnesses. In addition, families in need throughout Minnesota receive meals shipped to them weekly. 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:** March 15<sup>th</sup>, 2024

**Closing Date:** Until filled

**Position Overview:** This full-time salaried position contributes to the fulfillment of Open Arms' mission by developing, implementing, and overseeing the quality assurance and food safety efforts across departments, particularly focusing on kitchen operations. The Director of Quality Assurance and Food Safety will directly supervise the Quality Assurance RD role. This position works alongside the Client Services and Nutrition Departments, Logistics Department and Kitchen Operations Department to ensure a high-quality product that meets the needs of our clients and complies with Food is Medicine Coalition (FIMC) accreditation standards and other national guidelines. The Director of Quality Assurance and Food Safety will be innovative, detail-oriented, and focus on continuous quality improvement among all levels of workflow from recipe development to meal delivery. 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 keep a prominent level of customer service to all guests, clients and fellow team members.

**Primary Job Responsibilities:**

- Provide strategic leadership and guidance on the company's Food Safety & Quality Assurance programs.
- Drive implementation of continuous improvement projects to enhance quality processes and enforce food safety policies company wide.

- Manage investigations, and reporting of quality issues, recalls, and implementation of internal audit control processes in the quality assurance/food safety arena.
- Define and advocate for a culture of food safety throughout the organization.
- Facilitate an interdepartmental Quality Assurance Committee to discuss and implement quality improvement initiatives and goals, root cause investigations, and corrective action plans.
- Develop and implement OAM's Quality Assurance Policy and Procedures Manual to maintain compliance, quality standards, and best practices of internal policies and external accreditation standards, including quality and nutrition specifications for ordering food, and standard operating procedures.
- Oversee Food Safety Program at OAM; develop systems for monitoring process compliance with appropriate local, state, and federal food safety rules and regulations, internal food safety, HACCP plans, corrective action plans, and other applicable guidelines and regulations.
- Manage the implementation of the Food is Medicine Coalition (FIMC) accreditation standards and oversee external FIMC audits every 3 years, and internal audits annually.
- Oversee the development of and closure of Corrective Action Plans, Non-Compliance and Opportunities for Improvements found during external and internal FIMC audits.
- Create and oversee quality assurance procedures beyond the kitchens – pack out, delivery, nutrition education, client engagement, logistics, HIPAA, etc.
- Represent OAM to FIMC and other external agencies meetings, conferences, etc as they relate to Quality Assurance.
- Plan and execute internal audits at each step of the workflow for procedural compliance, food safety and meal provision accuracy, report back to appropriate supervisors, create corrective action plans, and assist in accountability plans.
- Advise the leadership team on food safety and quality trends and recommend corrective action and/or process improvement.
- Provide regular training and expertise to new and existing staff on food safety regulations, quality control principles and procedures, and internal corrective action plans.
- Respond to and follow up on external food safety and quality complaints.
- In partnership with the Client Services and Nutrition Department, conduct and review client satisfaction surveys to assess food quality, meal accuracy, and delivery experience.
- Write program reports and provide data, as needed.
- Report evaluation findings to the leadership team and recommend changes to enhance the program, as appropriate.

### **Supervisory Responsibilities:**

**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 which demands that Managers and Supervisors not only effectively manage their own department, but also work collaboratively with other departments and employees to constantly improve systems and operations.

- Directly supervise and effectively delegate tasks to the Quality Assurance Registered Dietician.
- Foster a team-centered work environment and provide mentorship to staff.

- Provide effective training and ongoing performance coaching to ensure that each team member is meeting the expectations of their position and is recognized for their achievements.
- Communicate effectively and promptly with staff and supervisor to address matters of concern.
- Hold regular staff meetings and training to discuss food safety, quality issues, and innovations.
- With the support of HR, provide disciplinary action when necessary and works within OAM guidelines on when to seek assistance from HR or senior management on employee or volunteer relations issues.
- Communicate effectively and promptly with staff and supervisor to address matters of concern.

### **Volunteer Engagement and Other Responsibilities:**

- 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:**

- At least 3 years' experience working in quality assurance.
- At least 3 years' experience in commercial or manufacturing food industry.
- Minimum of 2 years of supervisory experience.
- ServSAFE, HAACP, and/or PCQI certification preferred.
- Experience developing and implementing a functional HACCP program with a strong understanding of food safety.
- Nonprofit experience preferred.
- 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.
- Ability to work with flexibility, efficiency, and enthusiasm, both individually and as part of a team in a fast-paced, high-demand environment.
- Ability to contribute to a positive team environment.
- Problem-solving skills.
- Excellent verbal and written communication skills with exceptional attention to detail.
- Understanding and observing discretion/confidentiality requirements.
- Personal qualities of integrity and credibility.
- Extremely detail-oriented, well-developed organizational skills and ability to handle multiple projects at the same time.
- Strong administrative and computer skills.
- Proficiency in standard office software programs (Office, PowerPoint, etc.).
- Ability and flexibility to work in two different sites.
- Ability to adhere to attendance and punctuality requirements.
- Ability and flexibility to work during hours of operations, including evenings and weekends.

- Sensitive and committed to diversity and able to work respectfully with a wide array of co-workers and members of the community.
- 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 set up tabletop displays and speak at events.
- Able to sit for long periods of time and/or work on your feet for long periods of time.
- Able to stand, sit, walk, bend, stoop, and twist. Requires full range of motion, manual dexterity, and eye-hand coordination.
- Able to operate computer, volunteer database and other software programs.

**Reports To:** Chief Executive Officer

**Pay Rate:** \$80,000-\$95,000 annually

**Locations:** 380 E Lafayette Frontage Rd, St. Paul, MN 55107

2500 Bloomington Ave Minneapolis, MN 55404

**Hours:** 40 hours per week

**To Apply:**

Please send a resume and cover letter to:

**OAM HR**

- Email: [jobs@openarmsmn.org](mailto:jobs@openarmsmn.org)
- Fax: 1-866-499-1630
- Mail: 2500 Bloomington Ave, Minneapolis MN 55404

**Benefits:**

This position is eligible for an excellent comprehensive benefits package that includes medical/dental/life/ STD/LTD insurance, employee assistance program, pet insurance, commuter-transit and parking, paid Holidays, and personal time off (PTO), retirement plan with employer match program. Employee-paid vision plan, voluntary life, critical illness, hospital indemnity and accident insurance are 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 our open positions.

**Equal Opportunity Employer**