



**SECOND HARVEST
HEARTLAND**
Joining forces to end hunger

Roles and Responsibilities for program maintenance

Second Harvest Heartland Food Bank	Second Harvest Heartland Agency
Role :	Role :
Develop and implement consistent corporate standards and agreements	Cultivate active relationships with store managers and key personnel
Cultivate active relationships with head office and district managers	Ensure compliance with all FA program standards at the store and agency level
Responsibilities:	Responsibilities:
Facilitate addition of new stores consistent with program standards	Collaborate with SHH on new store development and program launch
Provide training and program materials to agency staff	Develop and maintain a consistent store level program maintenance plan
Compile all donation records for monthly corporate reports	Timely and accurate reporting of donations pounds to SHH
Develop and distribute store specific recognition and stewardship materials	Adapt and deliver all donor recognition materials in a timely manner
Facilitate resolution of issues involving district and regional corporate staff consistent with grievance procedures	Pursue all appropriate ways to resolve issues at the store level consistent with grievance procedures
Track and analyze donation patterns for all stores and share with partner agencies	Provide detailed information to SHH regarding issues needing corporate office clarification
Communicate relevant program changes and updates to partner agencies in a timely manner	Maintain regular store contact and knowledge of key personnel.
Advocate program changes as needed to improve program	
Oversee and ensure compliance with program standards and take appropriate corrective action	