Scope of Work: Bilingual (Cantonese/Mandarin) SODO Community Market Advisory Committee Project Manager

Timeline: September 2021 – March 2022

Background:
Northwest Harvest strives to end hunger and address the root causes of poverty – supporting a statewide network of 375 food banks, meal programs, and high-need schools. Focused on improving equity in our food system, Northwest Harvest believes everyone in Washington should have consistent access to nutritious food that feeds the body, mind, and spirit. In addition to making sure those who are hungry are being fed, Northwest Harvest aims to shift public opinion, as well as impact institutional policies and societal practices that perpetuate hunger, poverty, and disparities in our state. Learn more at http://www.northwestharvest.org

After over 30 years operating the Cherry Street Food Bank in Seattle, NWH opened SODO Community Market (SCM) in 2019 to provide a different experience for people to access food. SCM is a free grocery store open three days a week with no qualifying barriers to service. A large majority of shoppers at SCM are non-English speaking, with primary languages of Cantonese, Mandarin, Vietnamese, and Spanish being most common. In an effort to continue to deepen our connection with and center the voices of those we serve, SCM is starting a Participant Advisory Committee (PAC) made of a group of guests who utilize the market. This group will provide input on the shopping experience, the kinds of nutritious and culturally appropriate foods we should provide, how we can adapt our services to the needs of our guests, and other ways that we can continue to best serve those coming through our doors.

Project Overview:
We are seeking an Advisory Committee Project Manager contractor who will coordinate our efforts to set up the PAC. This involves three months of identifying relationships with our guests and recruiting members for an initial PAC that reflects the breadth of diversity of our shoppers, followed by three months of leading early meetings of the PAC and developing a transition plan to allow for NWH staff to take over the sustainability of the program.

Deliverables:
- The SCM PAC is meeting and transitioned to NWH staff leadership.
- Protocols have been established to ensure program sustainability.
- Project documentation.

Project Activities Summary:
- Identify relationships with Market communities, especially non-English speaking Asian shoppers, so that the voices of all of our market communities get lifted up during decision making
- Develop avenues for engagement with customers and identify 7-10 specific individuals to be on the PAC
- Lead the first three monthly PAC meetings
- Design and document mechanisms and protocols for ongoing guest engagement and participation in the PAC
- Train NWH staff in developed protocols

- Work closely with SCM Manager to identify ways to establish consistent and regular feedback channels b/w council & market staff

Critical Project Skills:

- Conversational fluency in Cantonese or Mandarin and English
- Ability to build equity centered relationships across communities
- Experience with developing outreach/community organizing initiatives
- Use of Microsoft Office Suite

This is a 6-month contractor position expected to run September 2021 through March 2022 and is budgeted up to 10 hours per week. Compensation is set at $28/hour. Due to its nature, this project is expected to be 90% onsite and 10% remote activities.

Please send interest in the form of resume and cover letter that includes your experience and skills or any project questions to: jacobs@northwestharvest.org