

Neighbor Experience & Advocacy Coordinator

Position Type: Full-time, Exempt

Salary: \$50,000+, commensurate with experience

About Second Harvest

Second Harvest of Coastal Georgia is a leading hunger-relief organization serving 21 counties throughout Coastal Georgia. Each year, we distribute more than 25 million pounds of food through our network of partner agencies and programs, helping provide a critical food safety net for children, seniors, families, and individuals facing food insecurity.

We are seeking a **Neighbor Experience & Advocacy Coordinator** to help ensure the voices, experiences, and needs of the neighbors we serve remain at the center of our programs, planning, community engagement, and advocacy efforts.

About the Role

The Neighbor Experience & Advocacy Coordinator will build meaningful relationships with neighbors and community partners, gather and analyze feedback about food access, and help turn those insights into practical improvements and advocacy priorities.

This role will also help develop Second Harvest's Neighbor Council, support education related to SNAP and other federal nutrition programs, strengthen community partnerships, and help build a sustainable, nonpartisan advocacy program focused on hunger, nutrition, and food access.

The ideal candidate is a strong relationship builder and communicator who is comfortable working directly in communities, listening to a wide range of perspectives, identifying themes and opportunities, and helping translate what we learn into action.

Key Responsibilities

- Build trusted relationships with neighbors throughout Second Harvest's 21-county service area through site visits, community events, listening sessions, surveys, individual conversations, and other engagement opportunities.
- Gather and analyze feedback about neighbors' experiences accessing food assistance, including barriers, unmet needs, and emerging community concerns.
- Develop consistent processes for collecting, organizing, reporting, and sharing neighbor and community feedback.

- Work across Second Harvest departments to translate community insights into recommendations that strengthen programs, food access, strategic planning, and the overall neighbor experience.
- Develop, launch, and facilitate a Neighbor Council made up of individuals from our 21-county service area with personal experience navigating food insecurity and related challenges.
- Create meaningful opportunities for Neighbor Council members and other neighbors to provide input on programs, community needs, organizational priorities, advocacy issues, and potential solutions.
- Help develop and implement a coordinated, sustainable, and nonpartisan advocacy program focused on hunger relief, nutrition, food access, and related public policy.
- Monitor relevant local, state, and federal hunger and nutrition policy developments in coordination with Second Harvest leadership, Feeding Georgia, Feeding America, and other partners.
- Support education and advocacy related to SNAP, federal nutrition programs, the Farm Bill, local agriculture and food systems, and other issues consistent with Second Harvest's mission.
- Build relationships with partner agencies, nonprofits, healthcare organizations, schools, faith communities, farmers and food producers, retailers, government entities, and other community stakeholders.
- Represent Second Harvest at community meetings, coalitions, professional groups, and forums related to hunger, food access, public benefits, agriculture, and community well-being.
- Identify opportunities for neighbors who wish to share their experiences through community conversations, education, advocacy, and organizational storytelling.
- Use trauma-informed practices that prioritize dignity, confidentiality, informed and voluntary participation, and personal choice when gathering or sharing neighbor experiences.
- Partner with Marketing & Communications and other internal teams to help connect community perspectives with appropriate storytelling, education, awareness, and advocacy efforts.

- Prepare summaries, reports, presentations, and other materials that help staff and leadership understand what Second Harvest is hearing from neighbors and community partners.

Education & Experience

- Bachelor's degree in social work, human services, public administration, public policy, nonprofit management, community development, communications, or a related field preferred. Equivalent relevant education and experience may be considered.
- Two to four years of related experience in community engagement, human services, food access, advocacy, public policy, nonprofit programs, community organizing, or a related field preferred.
- Demonstrated ability to build trusting relationships with people from a wide variety of backgrounds, experiences, and communities.
- Strong interpersonal, active listening, facilitation, verbal, and written communication skills.
- Ability to analyze qualitative and quantitative information, identify themes and trends, and translate community feedback into clear recommendations or next steps.
- Strong organizational and project-management skills with the ability to manage multiple relationships, initiatives, meetings, and deadlines.
- Ability to conduct nonpartisan advocacy professionally and work constructively with individuals and decision-makers holding differing perspectives.
- Proficiency with Microsoft Office and the ability to learn survey, data collection, CRM, and other technology platforms.
- Bilingual or multilingual skills are a plus.
- Valid driver's license and driving record that meets organizational insurance requirements.

Working Conditions

This position works in a combination of office, partner agency, community, and event settings and requires regular travel throughout Second Harvest's 21-county service area. Occasional evening and weekend work may be required for community meetings, listening sessions, advocacy activities, and special events.

Join Our Mission

This is an opportunity to help shape how Second Harvest listens, learns, and responds to the neighbors and communities we serve. The Neighbor Experience & Advocacy Coordinator will play an important role in strengthening food access, elevating community voices, and helping turn lived experiences into meaningful improvements and lasting solutions to food insecurity across Coastal Georgia.

Second Harvest of Coastal Georgia is an equal opportunity employer. We value a diverse workforce and encourage qualified candidates from all backgrounds to apply.

Please submit your interest letter and resume to amahoney@helpendhunger.org no later than October 16.