

Food as Medicine Program Manager - Bilingual Registered Dietician

About us:

18 Reasons is a nonprofit that increases food security through the power of home cooking. Our mission is to empower our community with confidence and creativity to buy, cook, and eat good food every day. Our vision is to create equity and belonging through the transformative and healing power of home cooking.

We offer two food education programs. At our 18th Street Kitchen in San Francisco, we host paid cooking classes with chefs from around the world, and ticket sales help support our free programming for low-income families. Through our Community Programs, we offer three, multi-week cooking and nutrition education programs for youth, families, adults, and birthing parents: Cooking Matters, Food As Medicine (FAM), and Nourishing Pregnancy. Each year, we teach thousands of families to buy, cook, and eat good food on a limited budget. You can read more about how we approach discussing food in the community [here](#).

About the position:

We're seeking a Food as Medicine Program Manager, RD, to support our Food as Medicine (FAM) program within the Community Programs Department. The FAM program provides:

- **Weekly Deliveries:** Nutritious produce and pantry staples home-delivered to over 500 MediCal patients managing chronic conditions.
- **Education and Support:** Virtual cooking and nutrition classes that empower participants to improve their health through food and connection.

As a CalAIM Community Services Medically Supportive Foods vendor partnered with three managed care plans, our Food as Medicine program is entering its fourth year and expanding to new partnerships, patient populations, and delivery models. The Food as Medicine Program Manager, RD, will play a pivotal role in growing and strengthening our services. This role offers a unique opportunity to combine clinical nutrition expertise with community engagement, directly supporting patients in achieving better health and well-being.

About you:

At 18 Reasons, we're looking for a passionate and dedicated Registered Dietician to serve as our Food as Medicine Program Manager. Some key traits of a successful candidate include:

- You're deeply committed to improving the health and well-being of community members
- You love working independently to solve complex problems but are

- equally excited to lead and inspire a team
- Your attention to detail will ensure the program runs efficiently
- Your love of learning motivates you to improve and evolve our offerings and grow with the program and company
- Your bilingual (English/Spanish) communication skills allow you to connect and collaborate with both staff and participants to ensure our nutrition education is accessible, culturally relevant, and impactful

We take special care to create a working team of positive, flexible, and driven people who are committed to caring for the community. A career at 18 Reasons is an opportunity to learn new skills and play a valuable role in serving the community.

Responsibilities include, but are not limited to, the following tasks:

- **Referral & Delivery management**
 - Review interest form submissions, determine eligibility, and place referrals
 - Conduct chart reviews to confirm eligibility
 - Review referrals from external providers
 - Determine continued eligibility and request reauthorizations
 - Approve food delivery order lists and manage communication with food delivery vendor(s)
- **Patient Communication**
 - Communicate with patients via text, email, phone calls, and in person to confirm eligibility and support program intake
- **Patient Education**
 - Support Food As Medicine classes and group medical visits
 - Lead nutrition and cooking education groups and facilitate nutrition education lessons in both English and Spanish
- **Program Documentation**
 - Consult on the creation of program evaluation tools and identification of key metrics to track
 - Administer surveys and other forms of data collection
 - Enter data and maintain records of program participation in our Salesforce CRM
 - Track key metrics to support the evaluation of the program
 - Utilize data and feedback to improve program design
- **Program Design**
 - Support the FAM team with the development and refinement of curricula and patient-facing resources
 - Consult on recipe selection and nutritional requirements of grocery deliveries
 - Ensure curriculum, recipes, and partner onboarding materials align with 18 Reasons organization approach to food & public health recommendations

- **Program Outreach**
 - Support community engagement with the program through flyering, tabling, participation in community meetings, and other networking and outreach events
 - Direct communication and collaboration with key supporters, such as case managers and social workers to support recruitment
 - Manage communications with Food as Medicine team, which includes healthcare providers, volunteers, peer health educators, and 18 Reasons staff
- **Program Growth**
 - Support the program in meeting evolving state and federal policy requirements
 - Identify and pursue growth opportunities, such as new delivery models, pilot programs, expanding partnerships with healthcare providers, managed care plans, and CBOs
 - Manage larger projects related to the program and partnerships as needed by the program
- **Team collaboration**
 - Work closely with Program Director, other Program Managers, Assistant Program Managers, and Program Coordinators to ensure successful program delivery
 - Train and manage staff, AmeriCorps members, interns, volunteers, community health workers, and peer health educators
 - Support the onboarding of new team members through mentorship and training
- **General**
 - Occasional translation and interpretation of resources and lessons
 - Serve as a resource for our other Community Programs (Nourishing Pregnancy and Cooking Matters) by reviewing recipes and curricula and supporting staff education
 - Participate in weekly one-on-one supervision meetings and team meetings
 - Complete administrative and office tasks
 - Contribute to the overall culture and business growth using our Culture Guide as a tool for self-reflection and an ongoing commitment to self-growth, the growth in others, and the growth of the company
 - Contribute to the overall culture and business growth by participating in or leading improvement committees and projects when needed

Additional Notes:

Tasks and responsibilities can vary depending on other help needed in the organization and program growth over time.

Requirements:

- Bilingual in Spanish and English, both written and oral
 - Registered Dietitian (RD/RDN) credential is required
 - 2 - 3 years of experience in clinical nutrition, with a focus on chronic disease management
 - Experience working in community-based settings with diverse populations
 - Excellent communication skills, both oral and written
 - Experience with public speaking, such as leading presentations or leading group education
 - Passionate about food, food justice, and racial equity
 - Ability to work individually in a self-directed manner and as part of a team in group projects
 - Excellent organizational skills, proven ability to handle and prioritize multiple tasks, and to meet deadlines
 - Experience, willingness, and ability to work with people from a variety of racial, cultural, and economic backgrounds, with various lifestyles, sexual orientations, and of all ages, including medical providers, social service providers, volunteers, and low-income participants
 - Ability and willingness to work occasional evenings and weekends to conduct classes and attend community meetings while taking corresponding flex time
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- **Nice to haves:**
 - Knowledge of California's CalAIM program or other programs offering medically tailored meals and groceries
 - Experience with curriculum development for food education programs
 - Experience working with Salesforce CRM
 - Experience managing PHI/HIPAA protected data
 - Valid driver's license and a car you can use for work

Physical requirements

General office duties include computer work, filing, typing, phone communication, copying, and participating in meetings with various stakeholders. Physical tasks include lifting 15 pounds at a time and moving and rearranging light furniture. The ability to travel to 18 Reasons on-site meetings and educational workshops throughout the San Francisco Bay Area and surrounding counties, as needed, is required. Reasonable accommodation may be made to enable any qualified person to perform the essential job duties.

Classification & Compensation

This is a full-time, salaried position. 18 Reasons has an equitable and transparent compensation policy; we do not negotiate salaries. To read more about our compensation philosophy, click [here](#). The salary will be set by the number of years of experience the candidate has in a similar position (Program Manager level or above):

Tier 1 (0-2 years experience)	Tier 2 (3-5 years experience)	Tier 3 (6+ years experience)
78,000	82,000	86,000*

*increased salary bands will be in effect Jan 1, 2025 and shared with candidates upon 2025 budget approval

Benefits include 100% employer-paid health, vision, and dental insurance, IRA matching up to 3%, 12 holidays, 4 weeks PTO, two weeks of paid office closures (December and July), and a 25% discount at Bi-Rite Market.

Supervision

You will report to the Program Director responsible for the success of the program.

How to apply

Email your resume and a cover letter to jobs@18reasons.org. We will be reviewing applications on a rolling basis with interviews beginning in December.

Please, no unsolicited calls or emails; applications submitted without a resume or personalized cover letter will not be reviewed.

As part of our dedication to the diversity of our workforce, 18 Reasons is committed to Equal Employment Opportunity without regard for race, ethnicity, gender, protected veteran status, disability, sexual orientation, gender identity or religion.

Don't meet every single requirement? Studies have shown that women and people of color are less likely to apply for jobs unless they meet every qualification. We are dedicated to building a diverse, inclusive, and authentic workplace, so if you're excited about this role but your past experience doesn't align perfectly with each qualification in the job description, please go ahead and apply anyway! You might be just the right candidate for this role.