



Mothers' Milk Bank Northeast

Share the Health

Manager of Operations and Safety Compliance

6.7.24

Mothers' Milk Bank Northeast is a nonprofit human donor milk bank, providing the critical medical resource of screened and pasteurized donor milk primarily to hospitalized medically fragile babies. We seek an experienced manager to support the day-to-day needs of our organization and the key functions of safely accepting and storing milk donations, pasteurizing and screening milk, and distributing it to clients. This role also supports our external relations including working with our existing clients to understand and meet their needs and the onboarding of new clients. The role also represents the milk bank in a wide range of stakeholder groups.

The ideal candidate has a background in healthcare, lab sciences, public health, or food safety and is looking to work for a purpose-driven nonprofit. Exceptional staff management skills, meticulous attention to detail, commitment to safety and regulatory compliance, exemplary communication skills, and a commitment to excellence are requirements of the role.

Reporting directly to the Chief Operating Officer (COO), the Manager of Operations and Safety Compliance has the following responsibilities:

General Operations Support:

- Support day to day operations of raw milk intake and safe storage, pasteurization lab operations, documentation and management of product, and dispensation of product to clients.
- Provide verification checks that all milk bank processes maintain adherence to all relevant regulations and safety procedures including Good Manufacturing Practices, FDA, and accreditation guidelines.
- Support COO in meeting production goals and managing to minimize waste
- Support COO in tracking, documenting, and forecasting supplies, including raw and processed milk supplies to ensure steady operations

- Manage physical facility ensuring adherence to safety, best hygiene practices, physical layout of operations, and incorporation of new technologies and equipment to improve practices.
- Manage supply chain and inventory needs for production and distribution. Direct management of external vendors including equipment, supplies, shipping, logistics and technology.
- Provide direct assistance with pasteurization and distribution services when needed.
- Shared coverage of telephone emergency off hours support line and on-call emergency support for physical operations when required.

Hospital and Client Relations Support:

- Provide direct support to hospitals and outpatient families with their orders and questions.
- Manage the onboarding of new clients including supporting contract negotiations and providing training and materials.
- Serve as a milk bank expert, answering questions about milk screening, processing, safety, and health benefits and usages to both current and potential clients as well as other stakeholders. (While training is available, prior knowledge of lactation is helpful).
- Manage the partnerships with our milk depots (locations that have been trained to safely accept raw milk donations from approved milk donors) and milk dispensaries (locations that dispense pasteurized milk to families). Ensure that all partners remain in compliance with safety standards.
- Help implement a growing education and outreach initiative, building partnerships with a wide range of professionals who interact with parents prenatally and postpartum, raising awareness of the utilization of donor milk and encouraging milk donation by moms when appropriate.
- Active participation in multiple community groups and relevant conferences and workshops including breastfeeding coalitions, prenatal health, lactation, and newborn care focused groups.
- Represent the milk bank, as requested, to promote understandings of human milk banking to wide range of stakeholders both at the milk bank, in meetings and conferences, and to the board of directors.

Continuous Quality Improvement

- Assist with developing, tracking, and sharing data reports to manage milk supply, operational efficiency, safety, and forecast short- and long-term needs.

- Stay abreast of current best practices in nonprofit milk banking and offer new approaches to improve efficiency, safety, and respond to client and community needs
- Closely collaborate with other team members throughout the organization, assist with ensuring that there is strong coordination, and communication across divisions.
- Support all documentation and efforts in compliance with accreditation and safety requirements as well as operational excellence.
- Staff and facilitate necessary oversight committees regarding safety and best practices.

Staff Supervision

- Supervise and/or support milk distribution team, providing direct support in response to the demands of the department.
- Engage in real-time problem solving of distribution challenges, recognizing the critical importance that donor milk is available at all times when needed by medically fragile babies.
- Supervise other staff including lab staff, interns and volunteers as requested
- A willingness to pitch in where needed, complete other duties as assigned, and share in the joint project of building a strong organization with a positive work culture are key elements of the role.

Qualifications:

- Bachelor's degree required + minimum of 2 years management experience
- Demonstrated data management and analysis with experience with clinical accuracy
- Meticulous attention to detail
- Computer skills including MS Office Suite and familiarity with databases. Knowledge of Salesforce a plus.
- Strong collaboration and communication abilities.
- Preventive Controls Qualified Individual (PCQI), ServSafe, and Food Safety Manager certifications all a plus, will be required to fulfill upon hiring.
- Good sense of humor and flexibility a huge plus

Job Type: Full-time, weekdays with occasional weekends and evenings.

Salary: \$65,000 – 80,000 annually. Our salary offers are carefully aligned with experience and background, as well as with our internal salary scales to promote equity in pay.

Benefits available: Health insurance, Retirement, paid time off, parental leave

Location: Newton, MA – **this is a FT on-site position**

Required work authorization: United States

To Apply: Please send your resume and a cover letter to deb@milkbankne.org