



MOTHER'S MILK BANK CALIFORNIA

Position: Culture & Compliance Coordinator
Temporary position based in San Jose, California
Reports the President and CEO

Position Summary

The Culture & Compliance Coordinator supports the continued growth, consistency, and mission alignment of Mothers' Milk Bank California through staff development, compliance coordination, and organizational culture initiatives.

This role helps strengthen operational excellence by supporting internal training programs, coordinating regulatory and food safety documentation updates, assisting with staff engagement initiatives, and ensuring systems remain organized, audit-ready, and aligned with organizational standards.

The Culture & Compliance Coordinator plays an important role in helping build a collaborative, mission-centered workplace culture while supporting the organization's commitment to safety, quality, continuous improvement, and compassionate service to babies and families.

Essential Responsibilities

Culture & Staff Engagement

- Support initiatives that strengthen organizational culture, collaboration, and employee engagement
- Assist with implementation of internal learning and development programs, including the Mothers' Milk Banking Academy
- Coordinate staff recognition, peer appreciation, and mission-centered engagement activities
- Support onboarding experiences for new employees to help ensure successful integration into the organization
- Assist with internal communications related to culture, training, and organizational initiatives
- Help coordinate staff meetings, training events, leadership workshops, and team-building activities
- Promote organizational values including compassion, integrity, safety, collaboration, and excellence

Compliance Coordination & SOP Management

- Coordinate updates and version control for Standard Operating Procedures (SOPs), policies, and compliance documentation
- Assist in maintaining organization-wide document consistency and audit readiness
- Support updates to the Food Safety Plan and related quality systems documentation
- Help organize and track staff training requirements related to FDA regulations, HMBANA standards, food safety, and compliance programs

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- Coordinate training schedules, attendance records, and competency documentation
- Assist with audit preparation, corrective action tracking, and compliance follow-up activities
- Support quarterly regulatory license and certification tracking
- Maintain organized electronic filing systems for compliance and quality documentation
- Assist departments in ensuring operational procedures remain current and aligned with regulatory standards

Training & Professional Development

- Coordinate training calendars and educational opportunities for staff
- Track completion of required compliance and professional development training
- Assist with development of learning materials, presentations, and internal resources
- Support cross-department collaboration to strengthen operational consistency and communication
- Help foster a culture of continuous learning and accountability

Qualifications

Required Qualifications

- Bachelor's degree or equivalent professional experience in healthcare administration, nonprofit operations, public health, organizational development, compliance, human resources, or related field
- Strong organizational and project coordination skills
- Excellent written and verbal communication skills
- Ability to manage multiple projects and deadlines with attention to detail
- Strong interpersonal skills and ability to work collaboratively across departments
- Proficiency with Microsoft Office, SharePoint, and digital document management systems

Preferred Qualifications

- Experience supporting compliance, quality systems, healthcare operations, or food safety programs
- Familiarity with FDA regulations, SOP management, audit preparation, or accreditation standards
- Experience coordinating staff training or organizational culture initiatives
- Experience in healthcare, nonprofit, laboratory, tissue banking, milk banking, or maternal-child health environments

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Key Competencies

- Mission-driven mindset
- Strong attention to detail
- Organizational consistency and follow-through
- Collaboration and relationship building
- Professional discretion and confidentiality
- Continuous improvement mindset
- Ability to balance culture-building with operational accountability
- Must be available to work occasional evenings and weekends based on organizational needs, trainings, events, audits, or operational priorities.

Work Environment

This position operates in a professional nonprofit healthcare environment supporting both administrative and operational teams. Occasional participation in trainings, staff events, community engagement activities, and organizational meetings may be required.