

CATHOLIC CHARITIES OF SOUTHEAST TEXAS
Job Description

Position: **Program Director – Market to HOPE**

Salary Range: E-4

Job Classification: Salary – Exempt / Full-Time

General Description: Responsible for overall program management and the provision of services for the Market to HOPE (M2H) Program.

Organizational Relationships:

Reports to: President/CEO

Works in collaboration with other agency staff and Program Directors, community leaders, other social service agencies, vendors, volunteers, and clients.

Essential Duties and Responsibilities:

- Promote an atmosphere of welcome and respect of all clients, volunteers, and visitors.
- Provide supervision to M2H Staff and conduct annual performance evaluations.
- Provide training for all M2H staff and volunteers. Develop and implement plan for on-going trainings to support Continuous Quality Improvement (CQI). Document all CQI activities to include content covered and participants.
- Keep abreast of and maintain all Feeding America, Southeast Texas Foodbank, USDA, and public health department requirements and guidelines.
- Obtain Food Manager's Certification within 30 days of hiring and maintain thereafter.
- Recruit, train, schedule, and maintain volunteers to support daily M2H operations. Have volunteers to complete Volunteer Application in accordance with agency guidelines. Collect and record all hours served by volunteers. Submit data as needed for agency reports and community partners.
- Ensure all volunteers complete required food safety, nutrition, and civil rights training yearly.
- Participate in all Feeding America/Southeast Texas Foodbank required meetings, training, and annual conference.
- Assess clients' self-sufficiency status to determine appropriate interventions and referrals. Produce written action plans that support the course of action that promotes the clients' best interests or the clients' choice of action. Motivate the client to implement the established plan. Reassess clients' self-sufficiency at appropriate intervals in accordance with program evaluation plan.
- Perform elements of on-going casework as needed to provide service and problem-solving assistance for client inquiries.
- Develop and implement or bring in agencies who have appropriate class curriculum for clients, with a focus on nutrition and financial readiness. Curriculum goals should align with the program logic model and evaluation plan and empower clients to achieve the goals established in their action plans.

- In cooperation with the M2H Program Coordinator, complete all purchasing, flow, circulation and documentation of inventory for M2H.
- Audit client files to ensure compliance with the current regulations. Ensure that Catholic Charities' policies are followed in all files.
- Plan and facilitate community food distributions within agency service territory.
- Organize community food drives to support product inventory.
- Participate in special projects as assigned by management.
- Perform outreach activities intended to identify low- to moderate-income families needing support and assistance.
- Maintain appropriate documentation of confidential client files and group education files.
- Administer quarterly food security surveys to clients and record data.
- Secure and maintain accurate service delivery statistics, evaluating outcomes and informing President/CEO of servicing issues, trends and cost implications.
- Document requests for services the program currently does not provide and report to the President/CEO; provide suggestions for program enhancement as applicable.
- Submit all necessary and appropriate documentation to the President/CEO and/or administrative support services.
- Read and understand all program funding guidelines (ex. USDA) and ensure all M2H staff and volunteers adhere to funding guidelines and CCSETX policies and procedures.
- Participate in the development of program policies and procedures, logic model and evaluation measures.
- Attend periodic training or workshops as needed and relative to the position.
- Network with existing social service agencies and other organizations and officials to establish referrals and outreach models.
- Prepare and monitor a program budget and adhere to it.
- Perform other duties as required by the President/CEO, such as preparing for, attending and/or supporting special events and projects. Examples include: assisting with outreach activities, participating in staff retreats, United Way or other Funders' visits, agency fairs and speaking engagements, as deemed applicable.

Nonessential Duties and Responsibilities:

Performs other duties as assigned by the President/CEO.

Supervisory Responsibilities:

Direct supervision of M2H Program Coordinator, Program Associate, Stock Clerk, and volunteers.

Minimum Education:

Bachelor's degree in Social Work, Nutrition/Dietetics, or human services related field required.

General Qualifications:

- Background in human services or social work and/or nutrition education.
- Food Manager's Certification or ability to obtain Food Manager's Certification within 30 days of employment.
- Forklift Driver Certification or ability to obtain Forklift Driver Certification within 30 days of employment.
- Ability to lift 25 pounds numerous times throughout the day, and occasionally lift 50-100 pounds.

- Must be able to work evenings and weekends.
- Demonstrated sensitivity to diverse cultures.
- Proven leadership, administrative and organizational abilities.
- Strong written, verbal and presentation communication skills.
- Must have adequate/available and reliable transportation.
- The employee must provide a copy of their valid Driver's license and proof of personal automobile insurance to the Administration Office.

Equipment Used:

Telephone, personal computer, copier, fax machine, point-of-sale (POS), forklift, trash compactor, bailer, pallet jack.

Working Conditions:

Work is carried out in a controlled, agreeable environment as generally represented by Catholic Charities. Special outreach events and food distributions will also take place at other locations throughout the 9-county service territory.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Contacts:

Requires contact by telephone, in writing, and in person with all stakeholders including but not limited to clients, prospective clients, other service providers, vendors, volunteers, and government agencies.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

While performing the duties of this job, the employee is regularly required to use hands to handle or feel and talk or hear. The employee will be required to frequently stand, and walk. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up 50 pounds or greater. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

Mental and Aptitude Requirements:

Job requires ability to hear and talk; strong writing skills; analytical, conceptual, problem – solving and decision-making skills; and handling multiple tasks within the confines of deadlines.

Work Performance Measures:

- Must report to work on time.
- Must dress appropriately.
- Must keep all work accurate and current.
- Must adhere to agency employee handbook of personnel policies.

- Must maintain high level of knowledge of the program, its requirements, functions, and status, etc.
- Must treat people with dignity and respect. Inspire the trust of others. Work ethically and with integrity. Maintain and safeguard confidential information.
- Must adhere to the agency handbook of accounting policies and procedures.
- Must be responsible for protecting the confidentiality of information that may be of a personal or sensitive nature pertaining to employees, clients and/or the overall Catholic Charities agency.
- Must respect the client's right to self-determination.
- Must have flexibility in scheduling, availability for evening and weekend commitments.