

## York County Food Bank JOB DESCRIPTION

**Job Title:** Programs Director  
**Department:** Program  
**Reports to:** CEO  
**Supervises:** Online Pantry Coordinator, Senior Box Program Coordinator,  
Agency & Customer Service Associate  
**Classification:** Fulltime, Exempt  
**Date:** August 2023

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### About York County Food Bank

Looking for mission-driven work? Do you want to start each day knowing you are going to put nutritious food in front of hungry people? Do you want to go home each day knowing you've made a difference for families, seniors and those in need?

The York County Food Bank (YCFB) provides food to an average of more than 6,000 people each month, YCFB mobilizes individuals, companies, and community partners to connect our local residents to the food they need. With a strong commitment to nutrition, YCFB also works hard to distribute fresh produce to those in need.

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### Job Summary:

The Programs Director ensures that the York County Food Bank's programs meet the needs of the Food Bank's customers and researches and implements new initiatives to address the changing needs of agencies and their clients. Manages the direction of programs operated by the Food Bank through supervision of the: Distribution, Online Pantry, Mobile Pantry, Unsheltered Distribution, Give A Meal and Senior Box Program as well as the Food Bank's focus on nutrition. Responsible for a safe, well-organized, and efficient operation.

### Essential Duties and Responsibilities

#### *Program Management:*

- Oversee all Food Bank programs including, but not limited to agency relations, food distribution, Senior Box, TEFAP, Emergency Food, Online Pantry and Give a Meal.
- Meet industry standards for program operation. Actively participate in education and training as it relates to this responsibility.

- Oversee development and ongoing support of the Food Bank's partner network, including membership terms, benefits and process, trainings, communications, and other functions.
- Cultivate positive relations with program participants, agencies, Food Bank staff, donors, volunteers, and other constituents.
- Ensure compliance with all internal and external affiliation agreements/contracts and their related policies and procedures including, but not limited to, state and federal agencies, partner members and other contractors.
- Promote collaboration and communication among all Food Bank staff to ensure successful program implementation and on-going program support.
- Ensure all programs are operating in a synchronistic manner and that individuals served are made aware of and benefitting from all programs which they may be eligible.
- Analyze county need, assisting in the development of new programs and enhancement of current programs to meet the Food Bank's mission and strategic goals.
- Assist in the development of program strategy, goal development, and assessment of program performance to ensure program efficiency and the achievement of program goals.
- Research program best practices from around the country and make recommendations to improve programs.
- Oversee the customer experience and ensure improvements are made when necessary.
- Oversee the collection and reporting of program statistics and trends in service and report results to CEO.
- Work collaboratively with CEO and Development Manager to ensure fundraising and marketing support of all Food Bank programs.
- Oversee the development and dissemination of Food Bank program materials, web content and other program resources.
- Control programmatic expenditures in accordance with the program budget and develop strategies to maximize the earned income of the Food Bank.
- Control expenditures for program staffing ensuring sound management of unbudgeted overtime expense.
- Actively engage with and represent the Food Bank throughout the York County community.
- Represent the Food Bank at meetings and events relevant to Food Bank programs.

*Supervision:*

- Supervise program staff. Provide regular feedback and timely evaluations to ensure a high level of productivity, excellent customer service, work plan completion, and teamwork. Establish and maintain a positive, collaborative, and productive work culture.
- Recruit and make recommendation of programmatic hires to the CEO.

- Orient, train, and schedule program staff.
- Ensure the training and adherence of program policy by all staff, volunteers, agency representatives, and participants.
- Demonstrate willingness to perform whatever duties are necessary in the development and maintenance of the organization.
- Other duties as assigned.

**Education and Experience**

- Bachelor’s degree in a related field.
- A minimum of three to five years of experience in program management including at least two years as a supervisor.
- Knowledge of non-profit programming; interest in hunger issues or related social services.
- High level of analytical, data interpretation, and problem-solving skills.
- Strong communication, interpersonal and supervisory skills.
- Computer proficiency including familiarity with Microsoft Office.
- Possess and maintain a valid driver’s license.
- Fluency in Spanish is desired.

**Working Conditions:** Work is typically performed in an office using computers and phones extensively. Regularly walks through the warehouse (to check with team on inventory and packing), and is subject to varying temperatures (exposed dock, coolers and freezers) in all seasons. May lift, move and carry objects up to 35 pounds on occasion. May need to work outside for food distributions and drive vehicles to transport food when needed. Ability to work flexible hours, including some early mornings, evenings, and weekends.

**Approvals:**

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Supervisor Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
CEO Signature

\_\_\_\_\_  
Date

The Duties and Responsibilities, Skills and Abilities listed above are not intended to be an exhaustive list for this position. They are intended to be exemplary of the level and complexity of work generally performed by a person in this job. The duties and responsibilities may be changed due to evolution of the position or to reflect the special abilities or disabilities of the person in the position.

I have read the above job description, understand the duties and responsibilities, can perform the duties and responsibilities with or without accommodation, and I support the mission of the York County Food Bank.

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Employee Signature

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Date

**To apply:** This is a full-time position with benefits; this includes health insurance, and paid vacation, to name only a few. Interested applicants should email their resume with a cover letter and salary requirements to [info@yorkfoodbank.org](mailto:info@yorkfoodbank.org)