YORK COUNTY FOOD BANK

JOB DESCRIPTION

DIRECTOR OF PROGRAMS & COMMUNITY IMPACT

Job Title	Director of Programs and Community Impact
Department	Programs
Reports To	President/CEO
Supervises	Market Manager, Food Programs & Agency Coordinator, Senior Box Coordinator, and future program staff as assigned
Classification	Full-Time, Exempt
Date	November 2026

Job Summary

The Director of Programs provides leadership and oversight for York County Food Bank food assistance programs, including the Partner Agency Network, Online Pantry, Senior Box Program, Market @ Princess St, TEFAP, Mobile and Community Food Distributions, Give-A-Meal, and other direct-service initiatives. The Director is responsible for program strategy, compliance, evaluation, agency partnerships, and program outcomes while supervising staff responsible for day-to-day program operations. This position maintains a flexible schedule and regularly participates in food distributions, agency visits, community events, trainings, and other program activities throughout York County.

Program Leadership & Strategy

- Provide leadership and oversight for all food assistance and nutrition-focused programs.
- Develop annual program goals, objectives, performance measures, and work plans.
- Evaluate program effectiveness and recommend improvements.
- Analyze community needs and recommend new programs or program enhancements.
- Ensure programs align with YCFB strategic priorities.

Agency Relations & Community Partnerships

- Provide leadership for the YCFB partner agency network.
- Oversee agency onboarding, training, compliance monitoring, and relationship management.
- Represent YCFB at community meetings, trainings, and events.
- Develop and strengthen community partnerships.

Program Compliance & Quality Assurance

- Ensure compliance with TEFAP, CSFP, CPFB, grant, and other applicable requirements.
- Oversee monitoring, documentation, and program review processes.
- Maintain program policies, procedures, and standards.
- Address significant program or compliance concerns.

Program Performance & Reporting

- Oversee data collection, reporting, and program outcomes measurement.
- Prepare reports for leadership, board committees, and funders.
- Monitor trends and recommend improvements.
- Support grant reporting and impact evaluation.

Staff Leadership & Development

- Supervise program staff and provide coaching and feedback.
- Conduct evaluations and support professional development.
- Participate in recruitment, onboarding, and training.
- Foster a collaborative, customer-focused culture.

Organizational Collaboration

- Partner with Operations, Warehouse, and Logistics staff.
- Collaborate with Development and Communications on program promotion and reporting.
- Support budgeting, planning, and organizational initiatives.

Role Boundary

This position provides strategic leadership, compliance oversight, agency engagement, and program evaluation. It does not directly manage warehouse operations, inventory control, transportation scheduling, routing, dispatch, order processing, warehouse staffing, or daily logistics functions. Those responsibilities remain with Operations, Warehouse, Logistics, and program coordinators.

Knowledge, Skills & Abilities

- Strong leadership, communication, and relationship-building skills.
- Ability to analyze data and drive program improvement.
- Strong organizational and project-management capabilities.
- Ability to work collaboratively across departments.
- Commitment to YCFB mission and values.

Education & Experience

- Bachelor's degree in nonprofit management, public administration, business, social services, or related field required.
- Minimum five years of related leadership experience preferred.
- Minimum three years of supervisory experience required.
- Spanish language skills strongly preferred.

Working Conditions & Physical Requirements

- Satisfactory background check.
- Valid driver license and satisfactory driving record.
- Ability to work a varied schedule, including early mornings, evenings, weekends, and occasional holidays based on program, distribution, and community engagement needs.
- Ability to travel throughout York County and surrounding communities for meetings, site visits, trainings, distributions, and events.
- Ability to work in office, warehouse, distribution, and outdoor environments.
- Ability to stand, walk, bend, reach, and move throughout warehouse and distribution locations for extended periods with or without reasonable accommodation.
- Ability to lift and carry up to 35 pounds regularly and occasionally up to 50 pounds with or without reasonable accommodation.
- Ability to work in varying temperatures and weather conditions during distributions, warehouse visits, and community events.

Approvals

Supervisor Signature	Date
President/CEO Signature	Date
Employee Signature	Date

Acknowledgment

I have read and understand the duties and responsibilities of this position and can perform them with or without reasonable accommodation. I support the mission of the York County Food Bank.