



**Central California Food Bank**  
Job Description

Director of Programs &  
**Job Title:** Partnerships  
**Reports To:** Co-CEO  
**FLSA Status:** Exempt

**Prepared By:** HR Manager  
**Approved By:** Co-CEO  
**Pay Rate:** \$82,000 Annually + BOE

**POSITION SUMMARY:**

The Director of Programs & Partnerships is responsible for directing all functions of the Programs & Partnership Department including member partner, community programs, CalFresh and volunteers. Implement policies, programs and directives through subordinates and within the parameters set by the co-CEO (Operations) and Board of Directors. This position ensures the organization's success in the areas of responsibility outlined below.

The following is a list of major duties and responsibilities for this position. It is not all-inclusive. Other duties and responsibilities may be added as needed and, in addition, management as appropriate may modify this job description.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- 1. Direct member partner and community programs implementation, compliance, and evaluation. Provide direction to meet CCFB's strategic goals as it pertains to the member partner distribution network and community programming.**
  - Direct programmatic strategies, goals, and assessment criteria
  - Plan, develop, and implement new programs as needed
  - Evaluate and document services, progress, and results of each CCFB program
  - Direct all programs activities to ensure that the goals and objectives of each program are met
  - Ensure CCFB staff and member partners avoid duplication of services
  - Represent CCFB to community groups and events through networking, public relations, and speaking engagements as needed
  - Engage in educational and advocacy efforts with member partners, the community, government entities, and grantors
  - Ensure collaboration and quality service is provided through member partners and programs
  - Conduct on-going assessment of the needs and concerns of member partners and programs and means by which the Food Bank can respond to these needs
  - Lead staff liaison for the Member Advisory Council
  - Perform other related duties and assignments as required
  
- 2. Direct program implementation and evaluation for SNAP/CalFresh Program. Provide direction to meet CCFB's strategic goals as it pertains to CalFresh programming.**
  - Oversee adherence to all applicable CAFB and CDSS CalFresh program regulations and guidelines.
  - Recommend opportunities for capacity/process improvements within existing programs and

develop a plan for execution.

- Communicate strategic opportunities with staff for program growth and development, and provide support and guidance for staff when executing opportunities.
- Collaborate with CCFB's grant writer to secure and or sustain program funding

### **3. Direct Volunteer Program**

- In collaboration with the Volunteer Manager, plan the volunteer program including developing and implementing the goals and objectives.
- In collaboration with the Volunteer Manager, assess the need for volunteers across all functional areas.
- Conduct ongoing evaluation of the program and implement improvements as necessary.
- Develop, administer, and review policies and procedures which guide the volunteer program.

### **4. Oversee Programs & Partnership Staff including the recruitment, training and development to facilitate performance results.**

- Hire, training, develop, and evaluate performance of Programs staff.
- Enforce Central California Food Bank policies and procedures.
- Work with Programs staff to identify performance metrics and manage/monitor progress for their area of responsibility.
- Provide teambuilding and timely recognition for Programs staff.
- Approve and submit payroll reports for timely and accurate processing.
- Hold monthly meetings with Programs staff.
- Responsible for timely information dissemination/communication with programs department.

### **5. Information and budget management**

- Work with member partner, community programs, volunteer and CalFresh staff to ensure spending is within budget parameters.
- Participate in creation of department budget and appropriately track spending.
- Track and prepare reports as required by Central California Food Bank, Feeding America and other agencies as required.
- Develop and maintain programs for agency retention and growth in line with Foodbank strategic plan.

### **6. Provide excellent customer service to all CCFB customers including CCFB clients, staff, donors, logistics personnel, agency personnel, volunteers, board members, and the general public.**

- Engage in the following tasks or behaviors that represent excellent customer service: timely responses, punctuality and attendance, treating others with respect, being knowledgeable and providing accurate information, and using appropriate non-verbal and verbal communication.
- Perform other duties and support as assigned.

#### **SUPERVISORY RESPONSIBILITIES:**

This position has supervisory responsibilities.

#### **MINIMUM QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations will be made in accordance with the ADA to enable individuals with disabilities to perform the essential job functions.

- Bachelor's Degree in Business, Marketing, Community Health or related field; Master's Degree preferred
- 4+ years work experience in the non-profit or social service sector, preferably in the areas of Nutrition Education, Marketing/Public Relations, and/or Community Relations
- Experience guiding and leading the work direction of others with the ability to coach and develop performance
- Ability to effectively communicate (written and oral) and work well with a variety of stakeholders from different socioeconomic and cultural backgrounds
- Willing and able to travel for the organization and work beyond normal working hours when necessary
- Demonstrated ability to problem solve, analyze data, make good decisions, attend to details, and manage projects
- Advanced computer skills (word processing, spreadsheet, email, Adobe, Photoshop, and/or other design software systems)
- Must have valid CA driver's license with good driving record
- Must be insurable by CCFB company vehicle insurance provider

**PHYSICAL REQUIREMENTS:**

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

This position is located at a warehousing/distribution facility. With warehouse and truck traffic in the facility and grounds, a few steps to walk up into the facility and product stacked and stored throughout, this position requires someone who is mobile and who can watch for traffic and normal hazards of a warehouse environment. While performing the job duties of this job, the employee is regularly required to sit, talk, and hear. The employee frequently is required to stand, walk and/or reach with hands and arms. The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move more than 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. Must be able to use a computer to track detailed data, write reports and receive information; must be able to communicate by phone and in person; must be able to drive to and from meetings, events, and to run errands.

*Central California Food Bank is an at-will employer. This means that employment can be terminated at-will by the company or employee and such termination can be made with or without notice.*

*Central California Food Bank is an Equal Opportunity Employer.  
Central California Food Bank is a proud member of Feeding America.*

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**Central California Food Bank**  
Job Description Acknowledgement

**Job Title:** Director of Programs  
**Reports To:** Chief Operations Officer  
**FLSA Status:** Exempt

**Prepared By:** HR Manager  
**Approved By:** Co-CEO  
**Pay Rate:** \$82,000 Annually + BOE

By signing below I am acknowledging that I have received a copy of this job description.

I understand I am to become familiar with my job description's contents as it represents a brief summary of my job duties, which are not all-inclusive and are subject to change, with or without prior notice. I understand it is my responsibility to talk to my manager or Human Resources if I have any questions regarding my individual job responsibilities or any policies and procedures.

Further, I understand that signing this document does not constitute a contract of employment with Central California Food Bank.

\_\_\_\_\_  
Employee Name (Print)

\_\_\_\_\_  
Employee Name (Signature)

\_\_\_\_\_  
Date