

Rhode Island Community Food Bank

Job Description

Position Title: Agency Programs Manager
Reports To: Community Impact Director
Status: Non-exempt (Hourly)
Grade: 8
Starting Between: \$25.24-\$28.84 per hour
Work from Home: Eligible up to 20% of the time



Our Mission: To improve the quality of life for all Rhode Islanders by advancing solutions to the problem of hunger.

Our Vision: We envision a state where no one goes hungry.

Diversity Statement: The Rhode Island Community Food Bank embodies diversity, serving every part of our state and engaging people from all communities and backgrounds in our work. We are an open and inclusive organization that welcomes, respects, and values all people. Diversity strengthens our organization, so we take responsibility for attracting employees, volunteers and supporters with diverse identities and life experience. When we seek out, recognize, and cultivate diversity within our staff, we create an enriched and more inclusive work environment. Ultimately, it is our collective wisdom that enables us to achieve our mission with creativity and compassion.

Position Summary: The Agency Programs Manager is responsible for the planning, implementation, direct management, and reporting of the following activities: providing technical assistance to member agencies, coordinating the on-site monitoring visits, and working to build community partnerships to strengthen the overall food assistance network. The person in this position works as a team member to achieve the goals and objectives of the department and carries out the mission of the Food Bank.

Duties and Responsibilities:

1. Manages agency programs staff including:
 - a. The annual review process and professional development
 - b. Creating work plans, goals and objectives and providing direction and oversight for the day-to-day activity.
 - c. Assists with the hiring, firing and discipline of all Agency Programs staff.
2. Manages the Food Bank's agency membership services including onboarding prospective member agencies, managing agency data, reports, files and monitoring schedule, overseeing the annual agency re-certification process and agency food safety program.
3. Manages compliance with Feeding America requirements and RICFB membership requirements.
4. Ensures that the Programs team provides ongoing support to member agencies by developing, facilitating and managing trainings, workshops, forums, meetings and presentations.

5. Assists with program development and procedures and policy reviews, including reviewing and implementing strategic plan goals and objectives, reviewing, and developing membership and community partnership activities, policies, and procedures, and developing and implementing new programming involving both member agencies and non-members, as assigned.
6. Other duties as assigned.

Skills and Qualifications:

- A bachelor's degree and three years related work experience or the equivalent.
- Management experience including staff development and coaching.
- Experience in customer service.
- Experience working in or with social services community organizations.
- Bilingual strongly preferred.
- High level facilitation skills.
- Experience with program development.
- Effective problem-solving skills and the ability to quickly assess issues and develop new strategies.
- High proficiency with Microsoft Windows and Office environment (Word, Excel, Outlook) and standard office equipment.
- Ability to manage multiple projects with attention to detail and deal with interruptions and maintain focus on tasks while producing accurate work.
- Ability to communicate effectively when speaking and in writing using standard forms of professional and office communication.
- Ability to make presentations and develop and deliver reports to a varied audience.
- Ability to work independently and as part of a team.
- Ability to work with people from diverse social and ethnic backgrounds.
- Must be able to pass a criminal background check.

Working Conditions: Work is typically performed in an office using computers and phones extensively and out at member agencies and organizations in the community. Regularly drives to sites out in the community. Occasionally walks through the warehouse (to give tours at agency orientations and as needed), and is subject to varying temperatures (exposed dock, coolers, and freezers) in all seasons, on occasion. May lift, move, and carry objects up to 35 pounds on occasion. If the need arises, work outside of normal working hours and occasional travel may be required.

By signing below, the staff member agrees to take full responsibility for the work outlined in this job description.

Employee Signature

Date