



Job Description

Job Title: Program Manager
Classification: Full-Time, Exempt
Department: Programs & Partnerships
Reports to: Director of Programs & Partnerships
Location: Meridian, ID
How to Apply: <https://idahofoodbank.org/about/employment/>

Job Summary:

The Program Manager in the Programs & Partnerships Department will lead the development and management of all programs serving our partner agencies. This includes the Backpack Program, School Pantry, Culturally Relevant Foods, Mobile Pantry, and Government Programs such as Commodity Supplemental Food Program (CSFP) and The Emergency Food Assistance Program (TEFAP). While this role does not include direct report supervisory responsibilities, it requires a strong collaborative spirit and the ability to coordinate with diverse teams to drive program success.

Principle Duties and Responsibilities:

- **Program Leadership:** Oversee the creation, organization, and documentation of programs that align with our mission of hunger relief in Idaho.
- **Staff Education and Support:** Develop and deliver training to staff on program details and best practices.
- **Collaborative Work:** Demonstrate the ability to work effectively with various teams and stakeholders across multiple locations to achieve program objectives.
- **Cross-Functional Coordination:** Collaborate with various levels of team members to ensure seamless program execution and support.
- **Staff Support and Training:** Provide support, training, and effective communication to the statewide Programs & Partnerships team to ensure successful implementation of Idaho Foodbank (IFB) programs in communities across the state.
- **Operations Coordination:** Collaborate with the Operations Team on managing inventory, distribution, scheduling, and accurate reporting for monthly, quarterly, and annual reports.
- **Program Development:** Work with the Health & Nutrition Department to design and implement programs that enhance support for partner agencies.
- **Policy and Procedure Management:** Develop Standard Operating Procedures (SOPs) and oversee the implementation of policies and procedures within programs.
- **Community Advocacy:** Assist the Programs & Partnerships Director in educating the community and advocating for IFB programs.
- **Industry Trends and Collaboration:** Stay updated on industry trends through Feeding America and engage with other organizations administering similar programs.
- **Data Management:** Secure and maintain accurate data, statistics, records, and documentation, ensuring timely internal and external reporting.
- **Compliance with Standards:** Ensure adherence to industry standards for programs, including food safety and state regulations.
- **Training Development:** Create and deliver training programs for effective program implementation and achievement of fundraising goals.
- **Program Evaluation:** Monitor program effectiveness and provide data-driven recommendations for ongoing improvement.

- **Evaluation Strategy:** Develop and implement evaluation strategies and tools for IFB programs to address food insecurity and support long-term solutions.
- **Cross-Departmental Collaboration:** Work with various departments to collect and analyze data related to program outcomes and community impact.

Knowledge, Skills and Abilities Required:

- **Process-Oriented with Strong Organizational Skills:** Demonstrates a methodical approach to tasks, exceptional organizational abilities, and meticulous attention to detail.
- **Excellent Communication and Interpersonal Skills:** Possesses strong verbal and written communication skills and excels in building effective relationships with diverse stakeholders.
- **Strategic Thinker and Problem Solver:** Adept at developing and implementing strategic plans and resolving complex issues through innovative solutions.
- **Administrative Proficiency:** Skilled in performing administrative functions, including managing schedules, documents, and office tasks efficiently.
- **Effective Multi-Tasker:** Capable of handling multiple priorities simultaneously while meeting tight deadlines.
- **Proactive and Self-Motivated:** Demonstrates initiative, works independently with sound judgment, and takes proactive steps to achieve goals.
- **Dependable Team Player:** Consistently reliable and able to collaborate effectively with team members across various departments.
- **Statewide Travel Capability:** Willing to travel across the state to engage with regional sites and partners as required.
- **Proven Program and Project Management Experience:** Demonstrates a successful record of accomplishment in managing and delivering programs and projects.
- **Technical Proficiency:** Proficient in Microsoft Word, Excel, SharePoint, and Outlook.
- **Bachelor's Degree:** Holds a bachelor's or advanced degree in a relevant field such as Social Work, Public Health, Sociology, Non-Profit Management, Business, Accounting, or a related discipline.
- **Relevant Experience:** Has experience working in non-profit organizations or social services with a focus on hunger relief or similar areas.
- **Familiarity with Specific Software:** Knowledgeable in using Agency Express, Ceres, and Raiser's Edge.
- **Expertise in Process and Program Management:** Demonstrates experience in managing processes and programs effectively.

Food Safety:

- Commit to upholding policies, principles and best practices for food safety.
- Understand the personal responsibility to follow all safety policies and health rules, programs and procedures, to report all unsafe acts, environment or behaviors immediately and to always report safety issues, incidents or accidents immediately.

Employment Requirement

- Negative Drug Screen
- Successful Background Clearance

Working Conditions

This work is performed primarily in an office environment while sitting at a computer terminal for extended periods of time. May involve periodic lifting and carrying of items that

may weigh up to 50 pounds. May work outside normal working hours and drive own vehicle for various projects on a daily basis.

Disclaimer

This job description in no way states or implies that these are the only duties to be performed by the employee in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give assignments.

This position description excludes the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Equal Opportunity Employer

The Idaho Foodbank is an Equal Opportunity Employer fully committed to attracting and retaining diverse talent. We invest in fostering a diverse work environment that promotes equity and inclusion where our staff and those we serve will be afforded equitable access and opportunities to reach their full potential and feel valued, respected, and supported.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, age, national origin, disability, protected veteran status, gender identity or any other factor protected by applicable federal, state, or local laws.