



Job Title:	Mobile Programs Manager	Date:	November 20, 2018
Business Card Title:	Mobile Programs Manager	Written By:	G. Wise
Position:	Full-Time Exempt	Reviewed By:	J. Hanson, J. Owens
Reports To:	Director of Programs	Date Reviewed:	November 21, 2018
Org Level 1:	Programs		
Org Level 2:	Ops General		
Org Level 3:	Operations		

Mission: *MANNA's mission is to involve, educate, and unite people in the work of ending hunger in Western North Carolina*

Vision: *A hunger-free Western North Carolina*

Position Summary: The Mobile Programs Manager will manage and supervise all aspects of MANNA FoodBank's Mobile Programs, including engaging community organizations and partners to support programming; program development and management; oversight of program administration; and staff/volunteer management. The Programs Manager will assist in developing, implementing, managing and evaluating these programs and others as assigned at the local, regional, state and federal level and is accountable for all program reporting, data collection, and grant/contract compliance. Additionally, in coordination with MANNA's Senior Management, the Programs Manager will design and implement new collective impact initiatives, which support MANNA's strategic plan, and seek opportunities to partner with other community organizations on hunger and health issues.

Oversight of Other Persons/Positions: Mobile Programs Coordinator (s); internal and external volunteers

Essential Duties and Responsibilities:

Implement the strategic plan for MANNA's Mobile Pantry/Pop-Up Markets and MANNA Express programs and collective impact work by providing leadership, oversight, and direction for the planning, implementation, and evaluation of all related programs.

Community/Partnership Engagement and Management:

1. Engage targeted community partners, stakeholders and collaborators across the 16-county service area, utilizing MANNA's existing network of partner agencies and new partner agencies and community organizations to connect MANNA mobile programs and resources to communities in need.
2. Identify key community stakeholders and facilitate meetings to build relationships and spark engagement with programming.
3. Conduct community needs assessments to identify high-need, low-resourced communities where MANNA programs or other collaborative resources can be introduced.
4. Assist in planning and facilitating focus groups, key informant interviews, and other data collection efforts, as necessary.
5. Broker key partnerships to bring health and wrap-around services to underserved communities via the mobile pantry/resource center.
6. Cultivate trusting relationships with leaders and co-create a community engagement process to shape and inform the development and launch of the mobile pantry and other mobile programs.
7. Guide MANNA in aligning service delivery and program priorities with community needs.



Program Development and Management:

1. Oversee all program management activities for the Mobile Program, including but not limited to:
 - a. selection, training and support of mobile distribution sites and partners in the MANNA partner agency network
 - b. design, development, implementation, and evaluation of the community engagement and mobile distributions programs with partners in the MANNA partner agency network
 - c. build and maintain partnerships with local, community and regional organizations to coordinate expansion of the program
2. Oversee recruiting and training of staff, participating agencies, and volunteers.
3. Supervise the work of the mobile programs staff to ensure implementation of program work plan and goals through targeted training, mentoring and modeling.
4. Develop, oversee and report on all program management activities: integration, scope, timeline, communication, stakeholder/partner engagement; quality/risk; budget/expense/procurement
5. Develop, oversee and report on all program evaluation and performance metrics, ensuring compliance with grant/funder requirements and MANNA's strategic plan.
6. Maintain mobile program partnerships, including memorandums of agreements as applicable.
7. Coordinate all related collective impact initiatives, working to bring multiple community partners together to address hunger and other social determinants of health in our service area.
8. Research, design, develop and implement strategies for the next phases of mobile program initiatives, efficiencies and growth.

General Management/Team Management:

1. Provide direction, training, supervision, and performance management of all direct reports.
2. Develop and monitor department budget, data tracking and reporting, and maintain objectives, goals, and work plans for the team and MANNA
3. Assist the Resource Development Department in fundraising, grant and contract activities related to Mobile Programing and other Collective Impact initiatives
4. Oversee the recruiting and training of staff, interns and volunteers as needed.
5. Perform public speaking and food bank tours with community initiative stakeholders as required.
6. Complete periodic reports required by funders, donors, senior management, and the board of directors.
7. Manage safe food handling practices and training within all relevant programs in accordance with Feeding America and AIB guidelines; earn and maintain ServSafe Manager Certification.
8. Provide assistance and perform additional duties in other MANNA FoodBank activities as needed or assigned by leadership.

Qualifications:

- Bachelor's degree or equivalent and relevant experience in human services, business/project management and/or nonprofit management; minimum of 2-3 years of experience in a management role
- The ideal candidate will have specific experience in leading, managing and training on-site and remote individuals, volunteers, and teams, community organizing, working with nonprofits as well as public and private organizations in diverse and rural settings
- Proficiency in Microsoft Office Suite is a must; experience working with databases and other more complex information systems is a plus
- Proven track record of success working in a busy office environment, meeting deadlines and managing multiple priorities
- Experience in public speaking, meeting facilitation, program development and management and public and private partnership development
- Strong interpersonal, written and verbal communication skills



- Demonstrated experience in project management is highly preferred
- Knowledge of food safety and ServSafe food handling certification preferred

Additional Skills:

- High motivated self-starter and independent worker
- Outstanding customer relations abilities and a positive attitude
- Strong analytical and problem solving skills
- Enjoys working with people
- A desire to educate and inspire others in the mission of MANNA FoodBank
- A commitment to federal nutrition programs, particularly the Food and Nutrition Services Program (FNS/formerly called Food Stamp Program) as a safety net for poor Americans
- Knowledge of food bank operations a plus

Working Conditions:

Work will be performed in a typical office environment as well as at community sites with occasional exposure to warehouse environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, etc. The employee is occasionally required to work in outdoor conditions; and extreme temperatures. The noise level in the work environment is usually moderate.

Physical Requirements:

The physical demands required are representative of those that must be met by the employee to successfully perform the essential functions of the job.

The physical demands of this position are considered medium work. While performing job duties the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee is frequently required to sit, stand; walk; and stoop, kneel, or crouch. The employee is occasionally required to climb or balance. The employee must regularly lift and move objects up to 25lbs. Specific vision abilities require the visual acuity to operate motor vehicles; close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Travel:

Routine moderate travel is required within the service area; occasional overnight travel for conferences or regional meetings.

Employee must provide proof of current, valid driver's license with clean driving record.

Schedule: Flexible schedule availability is required; typical schedule is Mon. – Fri. 8a – 4p with evening and weekend hours as needed.



Acknowledgements for: Mobile Programs Manager at MANNA FoodBank

A review of this description has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and requirements are essential job functions.

This description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to perform any other job-related duties assigned by their supervising manager/director.

This document does not create an employment contract, implied or otherwise, other than "at will" employment relationship.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

Every MANNA FoodBank employee must subscribe to the "Statement of Philosophy" and the "Mission Statement" of MANNA FoodBank. Employees must also adhere to MANNA's "Drug and Alcohol Policy". These documents are on file in the Office of Finance and Human Resources.

Every MANNA FoodBank employee must subscribe to a Criminal background check and pre-employment drug testing. Valid Driver's License and clean driving record required.

Rev. Date: November 20, 2018