

Hastings Family Services Job Description

Job Title: Director of Programs & Operations Reports to: Executive Director

xx Exempt Non-exempt

Revision date: 12/12/21

Position Summary

The Director of Programs and Operations is responsible for the oversight, delivery, and overall success of a wide range of programs, ensuring the Hastings Family Service (HFS) mission is upheld in all program areas. The Director of Programs and Operations supervises all program staff, leading strategic team management and program development, delivery, evaluation, improvement, and impact. The Director works in partnership with the Executive Director to achieve the mission of the agency and is an enthusiastic team leader with strong program experience and exceptional communication and people skills. Salary commensurate with experience.

Mission

The people of the *Hastings* area reaching out as *Family* in support and *Service* to one another.

Values

- We see the person before the situation.
- We partner with those we serve and help them to provide for themselves to the best of their ability.
- We offer help and hope.
- We respect the dignity of each individual and respect their privacy.
- We are good stewards of our resources.
- We believe working together makes our community stronger.

HFS Programs

- The Market food shelf – includes all food shelf programs: Market shopping, Market Express, Market Cart, Project Share holiday food, NAPS; and Market on the Move (MOM)
- Just Friends Transportation
- Emergency Services/Emergency Cash Assistance Grants
- Meals on Wheels
- Project Share holiday assistance
- School Supplies
- Services for neighbors experiencing homelessness

Key Result Areas:

The primary accountabilities for the position include:

1. Organizational leadership:

- Demonstrate commitment to the Hastings Family Service (HFS) mission and values at all times.
- Build and maintain strong relationships and partnerships with agency constituencies, representing HFS to external community groups, raising awareness of the needs of those impacted by HFS programs and cultivating community relationships to increase involvement and resources.
- Assist the Executive Director in the overall operation of the agency including but not limited to the annual budget, audit, compliance, certifications, logistics, safety, quality, technology, and achievement of strategic plan initiatives.
- Promote and maintain best practices that ensure HFS remains in top standing with the Charities Review Council, Charity Navigator, and the community.
- Serve as the organizational leader in the absence of the Executive Director.

2. Program team leadership:

- Lead, in partnership with the Executive Director, the strategy, vision, and implementation of HFS programs that meet the needs of the community, responsible for the overall efficiency and effectiveness of program operations.
- Supervise and champion program staff and volunteers. Recruit, hire, and oversee personnel processes, training, orientation, and ongoing improvement of program staff; Conduct annual performance reviews and goal setting with program team.
- Develop a flexible team cross-trained to assist and support all programs as needed to meet the needs of our neighbors; conduct consistent meetings and provide personal growth opportunities, always looking for ways to add value and significance to others; explore how programs can interface and support each other.
- Lead by example and empower staff to implement procedures that create an exceptionally welcoming environment; provide effective and inspiring leadership establishing a culture of inclusion, accountability and impact across all programs and services.
- Primary contact with agency partners like Second Harvest Heartland/TEFAP/EFSP and Dakota County; attend related meetings and responsible for tracking and documentation.
- Serve as the liaison to the resource development team, attend meetings and work with the team on communication, donation, and volunteer needs for programs and services; serve as the primary contact regarding food drives and calls regarding food donations.
- Work with the Volunteer Coordinator to diversify the volunteer team and maintain our Service Enterprise level of excellence in providing opportunities for volunteers to connect and contribute; evaluate and update volunteer positions detailing duties, requirements, schedules, and training.

3. Program Development and Management:

- Lead the execution, improvement, and expansion of programs. This position will help lead the development of new/enhanced food program opportunities with a recently purchased refrigerated vehicle and additional warehouse space.
- Devise and implement evaluation strategies to track and review program performance and determine the need for changes or improvements.
- Assist in the development and implementation of policies and procedures that ensure safety and quality of services. Ensure all programs and services are in compliance with federal, state, city and funding regulations, certifications, licensing, and internal policies.
- Responsible for reporting to Second Harvest food delivery shortages, damage and quality concerns providing necessary documentation and alerting HFS bookkeeper of any credits/changes.
- Work directly with neighbors (clients) as needed, providing short-term intervention assistance with a customer-focused approach, offering information, advocacy and referrals and processing requests for assistance. Work with other providers, county, employers, lenders, landlords etc. to verify information. Reconcile conflict utilizing de-escalation techniques.

Education and Experience

- Bachelor's degree required in nonprofit management, human or social services, or related field
- At least 8 years of overall professional experience preferably in a nonprofit setting, with a minimum of 2 years in a team management role supervising program staff
- Direct experience in a multi-faceted nonprofit organization or food-related programs and program development strongly preferred.
- Direct service experience required.
- Experience hiring, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility and performance.
- Working knowledge of human resources, professional development plans, performance evaluations, performance improvement plans and corrective action policies.
- Previous experience working with volunteers strongly preferred.

Professional Abilities and Skills

- High degree of confidentiality and the ability to use good judgment and discretion in handling confidential and/or sensitive information and materials.
- Contribute to building positive team spirit and recognize accomplishments of team members; notice tasks that need to be done, ask for and offer help when needed.
- Excellent written, verbal and listening skills with the ability to effectively represent the agency and interface with staff, board, committee members, volunteers and other internal and external audiences, some public speaking necessary. Interpret and present numerical data and written information effectively.
- High level of personal and professional integrity, ethics, and customer service; ability to give and receive feedback and to include the appropriate people in decision-making.
- Ability to use technology to accomplish objectives including but not limited to Microsoft Office products; basic knowledge of QuickBooks, donor and volunteer databases, and client management software helpful as well as an aptitude to learn new technologies.
- Accuracy, attention to detail and strong time-management is a must; ability to meet deadlines.
- Ability to prioritize and manage multiple tasks simultaneously and the flexibility to adjust to changing priorities and workflow.

Attributes:

- Strong commitment to the mission, diversity, equity, and inclusion.
- An energetic team player who likes to have fun at work and looks for a "yes" to tough situations.
- Works with a spirit of optimism and fun. Ability to respond positively to disruptions or unexpected changes in priorities to do what it takes to achieve the desired results.
- Desire and ability to work with diverse people and organizations.
- Initiative and a commitment to ongoing improvement.
- Ability to work effectively both independently and as a part of the HFS team.
- Knowledge of county programs and the Hastings area helpful.
- Flexibility to work occasionally on weekends or after 5pm.
- Must hold a valid driver's license, show proof of insurance, and clear an employment background check.

I will have performed my job well when I:

1. Provide timely, high-quality work

- Build and maintain strong relationships with external partners and staff.
- Ensure timely, accurate procedures and record keeping.
- Deliver on commitments to staff and neighbors.
- Maintain our Service Enterprise level of excellence in providing opportunities for volunteers to connect and contribute.

2. Contribute to the team

- Assist other employees and volunteers generously
- Ensure a welcoming environment to all constituencies
- Acquire and share knowledge and skills that contribute to the organization's effectiveness, engagement, and community impact.

3. Contribute to the mission

- Ensure access to programs and services with a person-first focus that meet the needs of our neighbors and the community.

4. Operate according to the values of *Hastings Family Service*

Physical Demands

- The physical demands are that of a typical office environment. Ability to do continual computer work and sit for long periods of time.
- Occasionally required to walk, stoop, bend, reach overhead
- Some warehouse oversight may require occasional lifting of 30 lbs.

Acknowledgement

This job description is not meant to be all-inclusive. It defines the critical job responsibilities and requirements only, which may change at any time, with or without notice due to agency needs, regulatory requirements or other factors.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____