

## Director of Programs

Palm Beach County Food Bank (PBCFB) is proud of our role as an innovative, collaborative, leading anti-hunger organization in Palm Beach County. The Director of Programs will lead with excellence in PBCFB's Programs Department, must be a creative and strategic thinker to address PBCFB's long-term goals to include our role in addressing the 78 million pound gap in food for our neighbors in need in Palm Beach County. The Director of Programs will serve as an internal and external expert on hunger and our partner agencies, use qualitative and quantitative data to direct strategic growth and long-term plans, and will work with a diverse group of stakeholders to find solutions to hunger that make sense for Palm Beach County.

Reporting to the Executive Director, the Director of Programs serves on PBCFB's Leadership Team, works collaboratively with the Director of Development and the Director of Operations, and oversees four direct reports. The Director of Programs holds the responsibility of driving and overseeing the distribution of food in our community through our network of partner agencies as well as new and different ways that best meet the need.

### Responsibilities

**Strategic and Long-term Planning** - Working closely with the Leadership Team, partner agencies, and other community partners and stakeholders, the Director of Programs helps PBCFB distribute nutritious meals through multiple programs to meet the needs of Palm Beach County's hungry neighbors. Identifies opportunities to increase the number of indirect meals (SNAP benefits, pounds distributed through partner agencies) distributed through PBCFB's network of partner agencies as well as direct meals to those in need. Uses external data (Census, FLHealthCharts, etc.) and internal data (partner agency feedback, donation and distribution data, etc.) to identify areas for improvement and growth across programs. Develops reports about data analysis to be shared internally and externally, as appropriate. Ensures that food is distributed equitably, efficiently, and in a manner that best meets the need of hungry residents in Palm Beach County. Translates the strategic plan into annual work plans for each program. Ensures that the voices of both our partner agencies and our hungry neighbors are used to inform long-term planning, strategic growth, and new initiatives.

**Leadership and Communication** - Acts as a thought leader and a focal point for collaboration both internally and in Palm Beach County's hunger relief community. Works with all departments to shape the systems and processes that create and maintain organization efficiencies, strong communications, informed decision-making, and fiscal and mission accountability. The Director of Programs is a positive change management leader and communicator, manages, motivates, and supports staff and encourages the development of new skills and professional growth to increase PBCFB's level of excellence, demonstrates a clear understanding of internal and external customers and is an outstanding role model for customer service.

**Programmatic** - Ensures there is adequate, aligned infrastructure and financial investment for programs and services to be delivered effectively by developing an annual budget for the Programs Department. Sets, manages, and enforces partner agency, community partner, and stakeholder expectations and parameters in alignment with PBCFB's mission and strategic plan. Initiates the evolution of partner agency relationships and identifies new external partners for participation as PBCFB partner agencies.

**Development** - Acts as the liaison for the Development Department with the rest of the Food Bank, provides data for the grant writing process by keeping accurate program outcome measurements and updating outcomes, provides support for external PBCFB events as necessary and other duties as assigned.

### **Experience and Qualifications**

Bachelor's Degree or equivalent combination of education and experience  
Minimum of seven years of experience in related field. Knowledge of food bank procedures and bilingual (Spanish or Creole) preferred  
Outstanding analytical and organizational skills  
Experience in budgeting and grant writing  
Experience in strategic and long-term planning  
Flexible, patient, and easily adaptable to change  
Excellent verbal and written communication skills, including interpersonal communication  
Knowledge of health and human service programs  
Knowledge of non-profits  
Proficient with Microsoft Word, Excel, PowerPoint  
Valid Florida driver's license and clean driving record

### **Physical Requirements**

With or without reasonable accommodation, employees in this position must be able to drive, stand, walk, talk and hear. The employee frequently is required to sit. Noise level in the work environment is usually moderate. Further details of established essential functions for this position will be addressed/discussed during the interview process.

The Palm Beach County Food Bank is an Equal Opportunity Employer. All qualified applicants are encouraged to apply and will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, or any other legally protected characteristic or status.

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