



## **Job Description**

**TITLE:** Program Manager

**DEPARTMENT:** Food Access

**REPORTS TO:** Director, Food Access

**NUMBER OF POSITIONS:** 1

### **Qualifications:**

- Must have excellent writing abilities and communication skills, writing sample available on request.
- Willing and able to travel throughout the five boroughs on a regular basis.
- Bachelor's Degree required, Masters Degree in related field preferred. Must possess at least 2 years direct social service experience, including supervisory experience.
- Familiarity with the needs of NYC low-income communities, and/or government food or income support benefits is a plus.
- Must be computer literate, including knowledge of Excel and Access.
- Strong background in data analysis and knowledge of SPSS required.

### **Primary Function:**

Manage a Food Stamp Call Center and the related Food Card telephone information lines.

Assist in the management of the delivery of a Food Stamp training and quality assurance project.

Assist in the program management and evaluation of multiple Food Stamp outreach projects.

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### Job Description

#### Duties and Responsibilities:

- Manage the Food Stamp Call Center and the related Food Card telephone information lines:
  - Supervise call center staff, including Public Ally, Mediator, and Food Stamp pre-screeners.
  - Monitor and report on call center activity, including utilizing call-center software.
  
- Assist in the management of the delivery of a Food Stamp training and quality assurance project:
  - Coordinate and serve as liaison between FoodChange, the project partners, and the Food Stamp Calculator software design team (a pre-screening and case management software designed by Food Change).
  - Assist partner agencies and clients with pre-screening operations and technical issues related to the utilization of the Food Stamp Calculator.
  - Work with Food Access staff, partner agencies and HRA to assure delivery of quality training and technical assistance for FCAP.
  
- Assist in the program management and evaluation and other Food Access projects including;
  - Identify and assist in identifying and responding to systemic problems with Food Stamp access and participate in program strategy and development.
  - Assist in preparing anti-hunger policy position papers and related reports.
  - Assist in preparing grant reports, grant proposals, and other necessary documents for funders.
  - Participate in Food Access management team sessions.

#### Inter Relationships:

Interacts with all levels of personnel within the organization and maintains external business relationships with community based partners, elected officials, and the press.

**This job description is a concise statement of the duties, responsibilities, authorities and relationships built into the job. The description outlines the requirements for performing the work, its frequency and scope. It is based on the nature of the work and not on the individual currently performing it. This job description can and will be revised at the discretion of the director of food access and the director of human resources.**