

## **Gleaners Community Food Bank of Southeastern Michigan Job Description**

**Job Title:** Program Manager  
**Reports To:** Director of Wellness and Nutrition Education  
**FLSA Status:** Exempt  
**Department:** Community Engagement  
**Last Update:** September 2022

This Program Manager role is primarily responsible for managing all activities of the Gleaners' operated virtual and in-person nutrition education programming at food access points, including implementation of program content and education initiatives in Gleaner's five-county region. PM may also manage other nutrition education programming, as well as policy system and environment (PSE) work at food access sites.

### **Essential Duties and Responsibilities**

1. Manage implementation of Gleaners' virtual and in-person nutrition education programming at food access sites, making appropriate adaptations to meet local needs. Provide the same level of oversight for other nutrition education programming/projects as assigned.
2. Actively participate in strategic planning activities and the development of program goals and objectives with department leadership.
3. Track and monitor progress toward program goals and objectives, track and report deliverables for grant nutrition education work.
4. Co-manage the creation of nutrition education virtual programming, including creation of live and recorded videos. Ensure content is shared appropriately on social media and other online platforms.
5. Provide regular communications to department leadership related to progress towards goals and objectives, anticipation of programmatic challenges, employee performance, project planning, and other priority areas as requested.
6. Generate and process program invoices for all relevant program funders.
7. Participate in budget planning processes, including calculation of budget projections; monitor, approve, and track program expenses according to planned budget.
8. Manage nutrition education and policy system and environment (PSE) program evaluation activities, including tracking of nutrition education activities at food access points across the five-county region and policy system environment work evaluation results. Provide the same level of management for other nutrition education programming/projects as assigned.
9. Create, implement, and track a plan for nutrition education programming and implementation that supports Gleaners' food access sites. Edit and expand plan as needed and as capacity allows.
10. Build and maintain trusting relationships with external and internal stakeholders; conduct on-going outreach related to programming as needed.
11. Lead the planning and writing of reporting for funders.
12. Assist with grant applications for both current and new programming/funders as needed.
13. Deliver presentations at internal meetings and events, as well as at conferences and other external events, as needed.
14. Participate in both internal and external committees, workgroups, and councils as appropriate.
15. Maintain staff by recruiting, selecting, orienting, and training employees, developing personal growth opportunities.
16. Accomplish staff job results by coaching, counseling, and disciplining employees; planning, monitoring and appraising job results; conducting training; enforcing policies and procedures.
17. Supervise and direct the work of student interns and program volunteers as needed.

18. Promote a positive work environment where team members feel empowered, engaged and connected to Gleaners mission and strategic plan.
19. Foster a culture of professionalism, team cohesion and accountability
20. Other duties as assigned.

**Scope of Position:**

Budgetary Responsibility: Moderate  
Personnel Responsibility: High  
Access to Confidential Info: Moderate  
Supervisory responsibility: High  
Community contact: High  
Donors: Low  
Volunteers: Moderate  
Food Partners: Moderate

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Education/Experience**

1. Bachelor's Degree in Public Health, Health and/or Food & Nutrition Sciences, Dietetics, or related fields, required. Master's Degree desirable.
2. Minimum of four years supervisory/ program management experience required.
3. Experience in delivery or implementation of health and/or nutrition education programing.
4. Previous experience in project planning and coordination, including grant funded projects.
5. Must have outstanding organizational skills, ability to multi-task; and the ability to work independently and take initiative to move work forward.
6. Ability to build and maintain relationships with external partners; experience working in a collaborative team environment with both internal and external stakeholders.
7. Strong understanding of and passion for nutrition and healthy cooking,
8. Program evaluation knowledge and experience, strongly desired.
9. Experience with the Supplemental Nutrition Assistance Program (SNAP) and SNAP-Ed program desirable.
10. Experience working with social media and other online platforms and/or creating and sharing both live and recorded videos, a plus.
11. Bilingual in Spanish and/or Arabic, a plus.
12. ServSafe food safety certification a plus; will be required upon being hired.
13. Must have valid driver's license and proof of car insurance.
14. This position may include occasional evenings and weekends; some flexibility in scheduling required.
15. Demonstrated commitment to creating and supporting a diverse, equitable and inclusive environment in the workplace and within the communities we serve, required.

**Language Ability**

Excellent verbal and written communication skills; with the ability to write routine reports, and correspondence are required. Strong interpersonal skills with all contacts, internal and external, are required.

**Math Ability**

Ability to add and subtract two-digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance. Budgeting experience desired.

**Reasoning Ability**

Strong relationship building, problem solving and forward-thinking skills

Strong analytical skills are required. Ability to proactively address and creatively solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

**Computer Skills**

To perform this job successfully, an individual should be proficient in Microsoft Office programs, including outlook. Experience with virtual meeting platforms.

**Work Environment**

The standard work environment is an office setting with fluorescent lighting and temperature and humidity controlled by air conditioning and heating. The employee will occasionally be required to perform duties in other settings (i.e., Warehouse or industrial environments, outdoors, other corporate settings.) Remote work as required.

**Physical Demands**

The employee must occasionally lift and/or move up to 35 pounds. While performing the duties of this job, the employee is frequently required to speak, hear, and use hands.