



CATHOLIC DIOCESE OF RALEIGH POSITION DESCRIPTION FORM



Catholic Charities
of the Diocese of Raleigh

Position Information

Position Title: Program Director, Durham Community Food Pantry (DCFP)

Department: Catholic Charities

Reports To (Title): Catholic Charities Piedmont Regional Director

Work Schedule: ☒ M – F Hours: 8:30 am to 5:00 PM ☐ Other: _____

Type of Employee (Hours worked per week) ☒ Regular Full Time (≥30) ☐ Regular Part Time (20-29) ☐ Part Time (≤20) ☐ Temporary (varies)

Percentage of Travel Required ☐ 0% ☒ 10% ☐ 25% ☐ 50%+

Exemption status (HR use only) ☐ Exempt ☐ Non-exempt

Position Summary

Summarize the overall function or purpose of this position. This should be a concise description of the job.

This is a full-time position focusing on managing staff and volunteers to provide high quality distribution of direct emergency food supplies, emergency financial assistance and case management services to families on behalf of the parishes of the Piedmont Deanery, and in accordance with the policies and procedures set forth by Catholic Charities of the Diocese of Raleigh. The Program Director coordinates the fundraising for the Durham Community Food Pantry (DCFP) and leads the Resource Development Committee to maintain DCFP fundraising efforts to support daily operations and long-term sustainability. Must have excellent interpersonal, conflict resolution and critical thinking skills to manage staff, lead volunteers, and work directly with clients.

Duties and Responsibilities

Indicate as clearly as possible the significant duties and responsibilities that are **essential** requirements of the job. List the duties in order of importance and the approximate percentage of time for each duty. Focus on major responsibilities rather than detailed work routines.

Day to Day Operations

- Manage case management and other programs within the Durham office
- Ensure that the DCFP is staffed appropriately
- Work with Assistant Director to ensure storage / safe handling procedures in accordance with standards set by agreements with the Food Bank of Central & Eastern NC (FBCENC) and the Inter-Faith Food Shuttle (IFFS)
- Recruit, train, and supervise volunteers
- Create and maintain a safe, welcoming environment for all
- Operate forklift, truck and pallet jacks as needed
- Interview clients as needed to ensure smooth food distribution and monitor client environment
- Help in warehouse & food areas as needed
- Manage facility, keeping aisles clear and clean for safety purposes

25.00

Duties and Responsibilities *continued from page 1*

Strategic (2 boxes)

- Assist in the preparation of the annual budget with Piedmont Regional Director
- Responsible for managing the yearly budget
- Establish food menus that meet balanced nutritional food requirements and meet budgetary constraints
- Conduct / Oversee fiscal year inventory
- Produce reports / presentations detailing statistics related to Food Pantry operations
- Conduct client and volunteer surveys every year to pinpoint any possible areas of concern or success
- Maintain assets (furnishing and equipment) with attention to safety, sanitation, durability and service

25.00

- Determine any major equipment upgrades to equipment (truck, forklift, warehouse racking, etc.)
- Manage newsletters / training material to improve processes and procedures and foster teamwork
- Manage Food Bank & IFFS inspections to ensure good standing with those agencies
- Maintain standards as required Fire Marshall & USDA in preparation for safety inspections
- Assist other Catholic Charities programs and regional offices as requested
- Perform as a key committee team member during any DCFP strategic planning

15.00

Fundraising / Donation Management

- Collaborate with the Director of Development, grant writer, and DCFP Resource Development Committee to develop and implement a fundraising plan to include grants, donations, and special events
- Manage key DCFP fundraisers (H2O for Hunger, Christmas Honor Card, Pig Pickin')
- Produce, maintain and update marketing materials in coordination with the Director of Communications
- Manage case management and other programs within the Durham office
- Work with partner agencies to enhance services
- Maintain DCFP mail distribution lists / Send mailings as appropriate

25.00

Administrative

- Supervise Office Manager to ensure effective completion of the following tasks:
 - process donations / deposit paperwork
 - produce donor letters
 - process invoices in a timely manner
- Maintain client records, agency / program data collection & reports adequate for statistical reporting, as required by supervisor, agency policy and procedure and funding sources
- Ensure compliance with all affiliation agreements/contracts and their related policies, procedures, and reporting requirements
- Work with staff and volunteers to plan and setup yearly DCFP volunteer appreciation event
- Manage all facility issues
- Attend agency, staff and community meetings as determined by supervisor
- Perform other duties associated with the general responsibilities of this position and/or as assigned by supervisor

10.00

Community Outreach

- Work with other agencies wherever possible to ensure any items not usable by DCFP are re-allocated for distribution to the community
- Represent DCFP in public speaking engagements and meetings as needed
- Work with community agencies, groups and organizations to coordinate services to clients such as food drives, diaper drives and monetary collections
- Represent Catholic Charities in various community committees / roundtables that address food insecurity in Durham and Orange Counties

Position Qualifications

Formal Education (minimal level REQUIRED for this position)

- ☐ No minimum education level
- ☐ High School diploma or GED
- ☐ Associates or other 2-year degree including technical/trade school
- ☒ Bachelors degree
- ☐ Masters or Professional degree (M.B.A., J.D., etc.)
- ☐ Doctorate

Degree in specific subject area: _____ Degree Type: Business Administration

Concentration: Logistics/Marketing/Accounting

Work Experience (minimum experience REQUIRED for this position)

- ☐ Less than 1 year
- ☐ 1 - 3 years
- ☒ 4 - 6 years
- ☐ 7 - 9 years
- ☐ 10 + years

Years of specific work experience: Field: _____ Years of experience: _____

Qualifications

Experience:

- Working in human services and community development
- Demonstrated competency working with families of various cultural backgrounds
- Management of volunteers
- Must have knowledge of food insecurity issues and food safety regulations

Special Requirements:

- Knowledge of and commitment to Catholic social teachings and practices and the mission of Catholic Charities of the Diocese of Raleigh
- Valid NC Driver's License and a vehicle in working order for business use
- Authorized to work in the U.S.

Skills:

- Ability to present program message to communities
- Demonstrate strong customer service
- Budget management skills
- Ability to drive box truck / forklift and utilize a pallet jack
- Proven computer skills including Word, Excel and other appropriate applications

Preferred:

- Bilingual in Spanish/English oral and written communications
- Management and supervisory experience in human services

**Responsibilities of this position involve travel and work beyond the regularly scheduled work day

Position Characteristics

Physical Requirements/ Work Environment

(This section must be completed *entirely*, regardless of position)

	Amount of time spent			
	None	<1/3 of time	1/3- 2/3 of time	>2/3 of time
Lifting greater than 20 lbs.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing for extended periods	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily office work	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Primarily outdoor work	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Primarily indoor work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Prolonged exposure to heat/cold	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Prolonged exposure to loud noise	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

Level of Supervision Received (check the option that best describes the position overall)

Direct Supervision: Supervisor gives specific instructions on all assignments. Work is reviewed regularly for accuracy and completeness.	<input type="radio"/>
General Supervision: Supervisor provides continuing or individual assignments by indicating what generally is to be done, limitations, quality and quantity expected, deadlines, and priorities.	<input type="radio"/>
Intermittent Supervision: Supervisor makes assignments by defining objectives, priorities, and deadlines. Assists employee with unusual situations. Employee carries out successive steps and resolves problems in accordance with instructions and policies.	<input type="radio"/>
Administrative Supervision: Supervisor sets overall objectives and resources available. Collaborate on deadlines, projects, and work to be done.	<input checked="" type="radio"/>
Long-Range Administrative Direction: Employee generally proceeds independently in accordance with general plans, policies, and purposes of the department. Results of work are considered technically authoritative.	<input type="radio"/>

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this job. They are not intended to be an exhaustive list of all the responsibilities, duties, and skills required for the position. All employees may have other duties assigned at any time.