



CATHOLIC DIOCESE OF RALEIGH
POSITION DESCRIPTION FORM



Catholic Charities
of the Diocese of Raleigh

Position Information

Position Title: **Program Director**

Department: **Catholic Charities**

Reports To (Title): **Regional Director**

Work Schedule: M – F Hours: _____ to _____ 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)	<input type="checkbox"/> Exempt	<input type="checkbox"/> Non-exempt
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Position Summary

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

The Program Director is responsible for the day-to-day operation of the Durham Community Food Pantry (DCFP) with the goals of alleviating food insecurity and providing high-quality services to the public. This includes program delivery and evaluation, fundraising, knowledge management, supervision of staff and volunteers, and cultivation of external relationships.

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 Management:

- Create and maintain a safe, welcoming environment for all
- Procure food inventory and ensure safe food handling and storage in accordance with standards set by Catholic Charities, regulators, and suppliers
- Ensure that the facility is safe, clean, orderly, and in good working order
- Assist in the warehouse and participate in food distributions
- Perform other duties associated with the general responsibilities of this position as assigned by supervisor

20.00

Duties and Responsibilities continued from page 1

<p>Strategic (2 boxes):</p> <ul style="list-style-type: none"> - Ensure that programs are operated within the bounds of their respective budgets - Routinely evaluate programs to ensure effectiveness and adherence to best practices - Communicate with the Regional Director regarding program needs, planning, and development of new programs - Maintain assets with attention to safety, sanitation, durability, and service - Ensure the collection of data and utilization of the data management system - Produce reports and presentations detailing program statistics - Conduct periodic inventory audits 	40.00
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<ul style="list-style-type: none"> - Conduct periodic client and volunteer surveys to identify program successes and areas of concern - Manage newsletters, outreach materials, and social media in accordance with agency policy - Maintain communication and collaboration with community partners - Maintain program and facility standards as required by funders, food suppliers, and agency policy - Assist other Catholic Charities programs and offices as assigned - Train volunteers to act as Food Area Leads and Warehouse Staff 	
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<p>Community Outreach:</p> <ul style="list-style-type: none"> - Advocate for the needs and rights of constituent populations - Work with community agencies, civic groups, and other organizations to coordinate activities (e.g., food drives, diaper drives, monetary collections, etc.) and services for clients. - Develop and maintain relationships with outside agencies to enhance services by establishing inter-agency referrals - Represent Catholic Charities and DCFP at public speaking engagements - Represent Catholic Charities and DCFP on boards, committees, and panels related to food insecurity in Durham and Orange counties as determined by supervisor - Attend agency, staff, and community meetings as determined by supervisor 	20.00
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<p>Administrative:</p> <ul style="list-style-type: none"> - Recruit, train, and supervise employees and interns - Delegate responsibilities and ensure that employees produce high-quality work, fulfill their duties, and comply with agency policies - Plan and conduct staff meetings - Conduct employee performance evaluations 	10.00
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<p>Fundraising:</p> <ul style="list-style-type: none"> - Collaborate with the Regional Director, Director of Development, Senior Development Officer, and others to develop and implement a fundraising plan to include grants, donations, mailings, and events - Work with the Director of Communications to create, maintain, and update marketing materials - Maintain a listing of contacts and send targeted communications as appropriate 	10.00
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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 / Human Services
Concentration: _____

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
- Must have excellent interpersonal, conflict resolution and critical thinking skills to manage staff, lead volunteers, and work directly with clients

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

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.

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 type="radio"/>	<input checked="" 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.