

Food Pantry Program Manager

Description

The Food Pantry Manager provides oversight and supervision of the onsite and mobile food pantry, Pantry2Go. The Manager is responsible for the program implementation, staff supervision, quality assurance, measures, and grant compliance.

Responsibilities

Food Pantry Management

- Manage the daily operations of the food pantry, Pantry2Go, retail pick-ups and resources, including the facility, personnel, van, food, and equipment.
- Follow North Texas Food Bank guidelines on food storage and distribution.
- Maintain working relationships with North Texas Food Bank's team.
- Responsible for the North Texas Food Bank audits.
- Submit weekly food orders to North Texas Food Bank and ensure items are delivered.
- Work collaboratively with Pantry2Go staff to ensure food is available and packed for distribution sites and senior deliveries.
- Work closely with the Director of Finance and Administration and Program Director to create and monitor budget and annual spending.
- Ensure the food pantry, office space, and storage room are clean and well organized.
- Handle building maintenance and equipment issues in cooperation with the Director of Finance, Program Director, and Office Manager to resolve problems.

Program Implementation

- Implement core services of the Working Families Success Model, specifically income support.
- Lead a team of case managers/coaches to provide intake, financial assistance, resources, referrals, financial coaching, and senior services.
- Monitor program outputs and outcomes and ensure the team works towards them and enters services and measures in Microsoft Dynamics CRM.
- Participate in community efforts to explore unmet needs and opportunities for additional partnerships.
- Manage daily pantry and program operations to ensure implementation and compliance of grants and contracts.
- Engage and supervise volunteers to ensure proper execution of tasks and customer service while helping in the pantry.
- Participate in monthly program meetings, North Texas Food Bank meetings, conferences, and summits.

Qualifications

- Bachelor's degree in Social Work, Human Services or Organizational Management – Master's degree preferred
- 3 years in a leadership role supervising staff or projects
- Experience in program improvement and measuring outcomes
- Intermediate to Advanced computer skills in Microsoft Outlook, Word Excel, and Teams
- Excellent verbal and written communication skills
- Demonstrated ability to work with a diverse population including unhoused individuals, returning citizens, undocumented and senior citizens