



Job Description (June 2021)
Program Manager, Volunteer-Led and Nationally Managed Programs

BACKGROUND

Blessings in a Backpack mobilizes communities, individuals and resources to provide food on the weekends for elementary school children across America who might otherwise go hungry. Each week of the school year, Blessings and its thousands of volunteers and partners send a bag of food home with children who, during the week, are fed by the free and reduced meal program.

Prior to school closures during the 2019-2020 school year, Blessings provided weekend nutrition to 88,000 kids. When schools closed due to the COVID-19 pandemic, Blessings adapted its traditional school-based distribution method to align with schools' weekday food distribution plans. Blessings is proud to have provided approximately 2.2 million bags of food to kids when schools were closed due to COVID-19 during the 2020-2021 school year.

POSITION SUMMARY

The Program Manager (PM) builds relationships with Blessings in a Backpack volunteer Program Coordinators (PCs) by being a support resource for local programs. The PM ensures volunteers have the tools necessary to engage their community, fundraise and feed as many children as possible. PMs act as a liaison between volunteers and the national office, engaging Blessings' team members' expertise as needed. The PM may coordinate Nationally Managed Programs (NMP), researching and securing potential partners as program participants.

Program Managers are a direct report to Director of Program Operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The overall objective for the position is to provide hunger-free weekends to children. This is accomplished by building strong relationships with our volunteers and community partners who are essential to feeding kids in local communities that operate Blessings programs. Key responsibilities include working with volunteers and/or community partners in the areas of:

Volunteer Management. Maintain open and consistent communication with program volunteers and schools through regular communications (minimally three times per school year) to:

- Cultivate relationships with volunteers through motivation, education and encouragement
- Provide excellent customer service support
- Assist volunteers in developing a fundraising and sustainability plan
- Work with volunteers and national staff to find solutions to problems

Program Operations, Volunteer-Led Programs. Work with local volunteer teams and school coordinators to:

- Open new Blessings programs, introducing volunteers to training and other resources available to support program success and to ensure weekly bag distribution at program sites runs smoothly
- Using the Program Definition Tool, identify program stages and associated support services needed for each program location.
- Working with Blessings' Vice President of National Food Solutions, facilitate program set-up, food ordering and delivery with approved vendors, as needed.
- Ensure program volunteers have access to their financial statements and donor activity reports in Blackbaud NXT
- Discuss program operations with PCs prior to the start of each school year. Topics to include funding, food procurement, updates to program information and program needs assessment
- Update program information: contacts, headcount, food vendor, etc. as needed in the Blackbaud database. Annually, review and update menus, MOUs, and program volunteer contact information
- Coordinate communications with PCs including the annual year-end survey, working with the Director of Program Operations

Program Operations, Nationally Managed Programs. Work with school and community partners to:

- Open new Blessings programs in designated markets
- Establish schedule for food ordering and delivery
- Monitor and evaluate program operations
- Update program information: contacts, headcount, food vendor, etc. as needed in the Blackbaud database.
- Annually review funding agreement letter with community partners
- Provide Director of Corporate Relations and Director of Athletic Partnerships updates on partner programs
- Coordinate communications with program site coordinators including impact surveys, working with Director of Program Operations

ADDITIONAL RESPONSIBILITIES

- Provide Director of Program Operations with required monthly and quarterly reports
- Work with the fund development department on program-based grant reporting

- Identify program sites for corporate packing events
- Special projects as needed including development of annual work plan
- Collaborate with staff on projects as assigned
- Facilitate and attend program volunteer meetings/conferences

BASIC QUALIFICATIONS

- High School Diploma
- Three - five years relevant experience such as customer service
- Demonstrated success in building professional/personal connections remotely
- Must possess outstanding written and verbal communication skills for an audience including but not limited to volunteers, staff, corporate and community leaders, private sector sponsors and donors
- General office software, particularly Microsoft Office Suite (Word, Excel, Teams, etc.)
- Strong organization, time management and presentation skills
- Innovative, goal-oriented and results driven
- Experience in customer service or the human service sector
- Project management

PREFERRED QUALIFICATIONS

- Bachelor's degree
- Prior Blackbaud experience
- Experience as a Blessings in a Backpack volunteer

ADDITIONAL REQUIREMENTS

- Home Office
- Personal car transportation (mileage is reimbursed in accordance with IRS rules)
- Valid driver's license
- Desire to make an impact on food insecure children
- Ability to travel

The preference is for this position to work in Dallas, Houston, or Northwest Oregon.

BENEFITS

Medical Insurance, Dental Insurance, Vision Insurance, Paid Time Off (PTO), Paid Holidays, Paid Winter Break, Summer Fridays, FSA Plan, 403(b) Plan.

Relocation assistance is not available.

Interested individuals should send cover letter and resume to carolb@blessingsinabackpack.org

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