

Britepaths
JOB DESCRIPTION - 2021
Programs Manager

Job Title: Programs Manager
Reports to: Programs Director
Job Status: Hourly, 30hrs/wk, Full-time (eligible for healthcare, 403b retirement, 12 holidays)
Location: Fairfax, VA

Background

Britepaths is a non-profit organization dedicated to helping Fairfax County residents meet their essential quality of life needs through food assistance, financial assistance, and mentoring programs.

This position manages three programs: the Food Program (year-round), the Holiday Program (fall and winter) and the Collect for Kids Back to School Program (spring and summer).

Britepaths staff will work in the Fairfax office with flexibility to work at home when appropriate (approximately 2 days per week). A reliable internet connection is required. Laptop provided. The work schedule is flexible, but core hours are from 10 am-2 pm.

Qualities in a successful candidate

- Strong communications ability: bilingual in Spanish is preferred
- Highly organized; attentive to detail
- Enjoys helping others
- Flexible
- Dependable and a strong work ethic. Requires minimal guidance or supervision
- Strong interpersonal skills. Enjoys working as part of a team

Specialized Knowledge & Skills

Must be computer literate in MS Word and Excel. Must be adept at using databases.

Position Requirements

Experience in a goal- and team-oriented environment with a willingness to meet measurement criteria for projects and an ability to work under pressure and meet deadlines. Must be self-motivated, innovative, have excellent organizational and planning skills, and collaborate easily with diverse groups. Interpersonal skills are essential. Must be able to lift 10 to 20 pound bags/boxes, sometimes multiple times per day.

Overlapping Duties

1. Recruit, train, manage volunteers. Ensure volunteer hours are recorded in Civi database.
2. Attend staff meetings.
3. Coordinate with Communications Manager to promote all programs, via print, email, and social media.
4. Ensure non-cash donations are recorded in Civi database.

Food Program Duties – year round

Britepaths' Food Assistance Programs provide emergency and short-term food assistance to Fairfax County area residents who are struggling to make ends meet.

1. Oversee office food pantry, which includes receiving and stocking donations; track quarterly inventory.
2. Oversee client referrals for food packings and/or gift cards.
3. Conduct client phone surveys.
4. Manage food program volunteers.

Food 4 Thought – school calendar

Volunteers assemble take-home food packages for students at partner schools.

1. Assist with management of all current Food4Thought programs.
2. Obtain statistical reports from collaborating schools. Provide them to appropriate staff and collaborating nonprofit in a timely manner.

Our Daily Veggies – summer

Vendors at local farmers markets agree to accept vouchers for fresh produce from Britepaths clients.

1. Oversee development, printing, distribution, and tracking of ODV vouchers.
2. Oversee tracking client usage of the vouchers.

SNAP - summer

1. Work with Fairfax County Park Authority and FRESHFARMS to manage SNAP at Annandale's Farmers Market with Britepaths volunteers.
2. Onsite presence at Annandale market when needed.
3. Work with Britepaths Financial Programs Manager and Volunteers to provide SNAP reporting to FRESHFARMS.

Holiday Program Duties - fall

Britepaths' Holiday Program provides holiday assistance for Thanksgiving and December holidays to 500 families in need in Fairfax County. As with all programs at Britepaths, customer service is a priority.

Holiday Program Sponsors and Donors

1. Develop ongoing communications plans and materials with Communications Manager to mail/email Holiday Program participants (fundraising letter, thank you letter, mark your calendar, donor guidelines, donor forms, etc.).
2. Oversee and assist with mailings.
3. Maintain and cultivate donor relations.
4. Work with Development staff to grow program sponsors.

Holiday Program Clients

1. Communicate with social workers from FCPS and CSP about the client referral process.
2. Recruit, train and supervise volunteers to help with program administration.
3. Contact clients to verify all information.
4. Enter confirmed referrals into Civi.
5. Maintain professional relations with clients using best practices in customer service.

Collect for Kids Duties – spring/summer

Britepaths works with the Foundation for FCPS's Collect for Kids Program. In 2020, Britepaths provided 2,500 children with school supplies.

1. The Program Manager will implement processes and timeline for program.
2. Work with Fairfax County school officials (principals, social workers, counselors), supporters (donors, program sponsors, volunteers), and the supply vendor to ensure a successful program.
3. Assist with ongoing communication plans and materials in coordination with Development Director and Communications Manager to mail/email Collect for Kids Program donors (appeal for funds letter, thank you letter, mark your calendar, donor guidelines, donor forms, etc.).
4. Summarize, report, and present the Collect for Kids Program year-end report to Executive Director.