

Britepaths
JOB DESCRIPTION - 2021
Programs Manager

Job Title: Programs Manager
Reports to: Programs Director
Job Status: Hourly, 30hrs/wk
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, and two Seasonal Programs (the Holiday Program and the Collect for Kids Back to School Program). The timing of the Seasonal Programs overlaps slightly in the fall. The Food Program Management is year-round.

Due to the pandemic, all three programs have been modified to accommodate safety precautions. The following job duties are based on the assumption that businesses will be opening up. Management will monitor this closely and revert to streamlined programming if necessary.

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

- Bilingual in Spanish is preferred
- Highly organized
- Attention to detail
- Enjoys helping others
- Flexible
- Dependable and a strong work ethic. Requires minimal guidance or supervision
- Strong Communication and 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 up to 25 pounds in order to move donation 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, in print, via 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.

Food4Thought – FCPS school calendar

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

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. Requires weekly onsite presence at Annandale market.

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.

Community-Based Organizations (CBOs)

1. Distribute information and referrals to local organizations, churches and groups.
2. Develop new community partners and solidify positive relationships with all CBOs.
3. Pull appropriate information from Civi and Excel databases for each CBO.

Holiday Program Sponsors and Donors

1. Develop ongoing communication plans and materials to mail/email Holiday Program participants (fundraising letter, thank you letter, mark your calendar, donor guidelines, donor forms, etc). Oversee and assist with mailings.
2. Develop collateral material to promote Britepaths' Holiday Program further.
3. Maintain professional relations with donors using best practices in customer service.
4. Cultivate donor relations to retain and grow the donor base.
5. 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. Receive client referrals from FCPS and CSP social workers.

3. Contact clients to verify all information.
4. Enter confirmed referrals into Civi.
5. Match clients to sponsors.
6. Troubleshoot with social workers, clients and sponsors when issues arise.
7. Maintain professional relations with donors using best practices in customer service.

Back to School Duties – spring/summer

Britepaths served 2,500 children in 2020 with school supplies. Britepaths works with Fairfax County's Collect for Kids Program. The Program Manager will create processes and timeline. Use volunteers to implement program. Work with Fairfax County School officials (principals, social workers, counselors) and supporters (donors, program sponsors, collection sites, volunteers) to ensure a successful program.

Partner Schools

1. Reach out to partner schools to confirm interest in participating in the program.
2. Determine number of children we can support based on the Back to School budget. Make a breakout of number of students Britepaths can help for each partner school and amount of budget for each school.
3. Coordinate with supply vendor to determine current year's supply list and prices and submit order.
4. Contact participating schools and provide amount of budget and link to online order form. Coordinate delivery of supplies with schools and supply vendor.

Donors

1. Develop ongoing communication plans and materials in coordination with Development Director and Communications Manager to mail/email Back to School Program donors (appeal for funds letter, thank you letter, mark your calendar, donor guidelines, donor forms, etc.).
2. Oversee and assist with mailings.
3. Develop collateral material to further promote Britepaths' Back to School Program.
4. Recruit new Back to School program sponsors.
5. Maintain professional relations with donors using best practices in customer service.

Program Management

1. Represent Britepaths at Fairfax County's Collect for Kids meetings and work with Partners as needed from the planning phase through end of the annual program.
2. Coordinate with Development team to solicit Program Sponsors.
3. Maintain a notebook of all procedures, communications, forms and meeting notes
4. Summarize, report, and present the C4K Program year-end report to executive director.