

Community Hope Center
Where help and hope are found in Jesus
Job Description

Title: FreshStart Program Manager

Objective: Manage FreshStart program and provide individualized coaching to participants.

Mission of Community Hope Center: Connecting neighbors through service and partnership to build flourishing lives and communities.

Introduction: FreshStart is a complimentary support program for food pantries designed to help individuals and families break the dependence on emergency and supplemental food, creating upward mobility through the development of human and social capital. This position seeks an energetic individual who is a compassionate, care-driven professional who will work with people seeking assistance in overcoming obstacles to self-sufficiency. The primary priority for participants is the development of human and social capital necessary to overcome food insecurity. Essential to our work is the development of strong and active partnerships with community organizations and agencies. It is anticipated FreshStart Program Manager will spend approximately 60% of their time in coaching/case management and 40% in administration, program management, and program growth.

Qualifications

- Bachelor's degree required; social service experience preferred
- A minimum of two years professional experience in social services with supervisory or program management experience preferred
- Knowledge of community resources and social work practices with high-risk populations
- Experience and comfort working with persons in crisis
- Ability to motivate others towards achieving goals
- Ability to work independently with strong sense of focus, task-oriented, nonjudgmental, clear sense of boundaries
- Strong sense of respect for both FS participants and staff members
- Ability to work with, and be sensitive to, culturally diverse families and communities

Responsibilities

- Develop recruitment strategies and materials to recruit guests receiving services from Community Hope Center into the FreshStart program
- Determine common challenges faced by Community Hope Center guests (i.e., transportation, childcare, legal aid) and identify community services for FreshStart participants to connect
- Create processes and feedback loops with Community Hope Center staff, volunteers, and participants to regularly assess FreshStart program's progress and opportunities to shift strategies
- Develop relationships with community organizations and agencies to better understand their services, and build long-lasting inter-agency collaborations to ensure strong wrap-around services for participants
- Strategize creative methods for engaging participants in goal setting
- Provide holistic coaching/case management services using motivational interviewing of participants including intake assessment, goal setting, long-term case management planning, progress monitoring, and providing appropriate community referrals
- Provide all required documentation in a timely manner, which may include a contact log, outcome evaluation forms and participant contact sheets
- Maintain appropriate fiscal controls to ensure program is within the scope of the annual budget
- Ensure consistent and meaningful evaluation of the FreshStart program and services is carried out to accurately assess their impact and success, and make needed changes and improvements as indicated.
- Adhere to agency policies, procedures, and the professional code of ethics
- Commitment to organizational transparency and financial stewardship