**HUNGER SOLUTIONS NEW YORK**

**Director of Community-Based Services**

Hunger Solutions New York, incorporated in 1989, is a statewide nonprofit organization that strives to alleviate hunger in New York State by promoting awareness of hunger, public policies that contribute to ending hunger, and participation in federal nutrition assistance programs such as SNAP, WIC, the Summer Food Service Program, the School Breakfast Program, and the Child and Adult Care Food Program. The organization is funded with federal, state and foundation funds as well as by individual donors.

Hunger Solutions New York administers the Nutrition Outreach and Education Program (NOEP) providing SNAP outreach, education, and application assistance; the SNAP Help Long Island Program, a targeted SNAP outreach project; the WIC Help New York Program providing WIC outreach, education and referral services; and the Child and Adult Care Food Program Outreach Program. All of these programs provide community-based services through subcontracts with community-based organizations.

As a state and nationally recognized leader on the issue of hunger, Hunger Solutions New York also works collaboratively with a variety of state, regional, and national partners to improve policies and programs that contribute to alleviating hunger.

**Position Overview**

This position is responsible for the overall strategic direction, management and daily operations of Hunger Solutions New York’s community-based services. These services are currently provided through subcontracts with more than 45 community-based organizations across New York State. As such, the Director of Community-Based Services is responsible for subcontractor management/monitoring, outreach, training and technical assistance.

The Director is expected to uphold the reputation, performance and reach of the community-based services by representing Hunger Solutions New York with state agencies, human service providers/systems, as well as regularly working and collaborating with Hunger Solutions New York’s staff members and senior management.

**Responsibilities:**

* Supervise staff members, currently including: Assistant Director of Community-Based Services, Training and Instructional Design Coordinator, SNAP Technical Assistance Specialist, and Community-Based Services Associate
* Ensure accurate and consistent implementation of all personnel policies/procedures
* Hire, train, supervise, and evaluate staff members as needed
* Serve as a member of Hunger Solutions New York’s Management Team
* Assure that Community-Based Services staff members work as a team and support the other teams at Hunger Solutions New York
* Develop and implement an annual management plan for each Program that ensures all Program goals, deliverables, and performance targets are achieved
* Develop numerical performance targets for all subcontractors
* Ensure that all management plans and numerical performance targets are achievable within each Program’s budget
* Oversee development and delivery of effective subcontractor management/monitoring policies and procedures, training, communication, technical assistance, and information systems
* Ensure accurate and consistent implementation of all Program policies/procedures
* Lead meetings for each Program to provide appropriate direction, oversight and communication
* Lead Community-Based Services Team meetings to provide appropriate direction, oversight and communication
* Ensure subcontractor files are complete and accurate
* Provide subcontract-related monitoring and technical assistance to all subcontractors
* Communicate with all subcontractors as necessary
* Develop timely Program reports to regularly monitor and assess all Program activities and results to ensure compliance with funder expectations and continuous improvement
* Develop and annually update all Program policies and procedures that provide guidance to subcontractors in the execution of their work. Ensure staff are trained and supported in new and revised policies/procedures
* Plan, manage and facilitate approximately 3, multi-day conferences/year
* Coordinate (with communications staff) the visioning, development and execution of multiple outreach campaigns per year
* Coordinate with relevant communications staff to maintain public information on all Hunger Solutions New York’s community-based services
* Participate in Program management meetings with relevant state agencies
* Travel throughout NYS to promote Hunger Solutions New York and its community-based services
* Develop partnerships with key organizations/systems on a statewide level to expand the reach and visibility of Hunger Solutions New York’s community-based services
* Conduct presentations and provide information to relevant local, regional and state groups
* Other duties as assigned by the Executive Director

**Qualifications:**

* Bachelor’s degree Required, Master’s degree preferred
* At least 3 years of program management
* At least 5 years of staff supervision
* Experience with human services preferred
* At least 2 years of experience managing federal/state contracts and reporting
* Familiarity with state contracting processes/procedures preferred
* Experience with subcontractor management
* Understanding of federal nutrition assistance programs
* Understanding of human services outreach and direct client assistance
* Thorough understanding of project/program management techniques and methods
* Excellent knowledge of performance evaluation techniques, key metrics and reporting
* Demonstrated leadership skills
* Demonstrated use of judgement and discretion
* Analytical thinker and problem-solver
* Comfortable making decisions that uphold policies, procedures and practices
* Excellent interpersonal, verbal and written communication skills
* Experienced public speaker
* Disciplined, professional, self-directed, able to take initiative, and work cooperatively in a team environment
* Ability to manage multiple and competing priorities
* Proficiency in Microsoft applications, online reporting systems and data sets

**Compensation Package:**

Salary of mid $60K plus fully paid benefits premiums including health, dental, life, short and long-term disability, retirement plan that is matched by the organization (available after 6 months of employment). Other options available. Casual, professional, flexible work environment.

To be considered for this position, please email your cover letter and resume to [Jobs@HungerSolutionsNY.org](mailto:Jobs@HungerSolutionsNY.org). Please include “Director of Community-Based Services” in the Subject Line of your email.

Hunger Solutions New York is an Equal Opportunity Employer.

Please visit [www.HungerSolutionsNY.org](http://www.HungerSolutionsNY.org) to learn more about the organization.