



Hunger Task Force Position Description FoodShare Program Manager

Department: Advocacy

Reports To: Director of Advocacy

FLSA Status: Exempt

General Function: The FoodShare Program Manager is responsible for advancing the anti-hunger public policy agenda of the Advocacy Department for the FoodShare Program. The FoodShare Program Manager will work to increase participation in FoodShare through outreach, organizing, education and administrative troubleshooting. The FoodShare Program Manager will collaborate with the Department of Health Services for the purpose of eliminating barriers to enrollment and participation, to ease administrative burdens for Consortium providers and to continue FoodShare modernization. The FoodShare Program Manager provides direct supervision to the FoodShare Outreach Team.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Demonstrate leadership as an issue expert on the FoodShare Program.
- Direct the FoodShare Outreach Team and subcontractors. This includes establishing an annual strategic vision for the performance of this team that identifies administrative barriers, program rules or operational practices that keep low-income households from accessing and maintaining FoodShare benefits.
- Provide all supervision to the FoodShare Outreach Team effectively recommending hiring; create monthly work schedules; evaluate performance; coach and direct for outcomes.
- Utilize data and research to develop and implement ongoing multi-year strategies to improve FoodShare program participation in Milwaukee and Wisconsin. Work with Data Analyst to provide scheduled reporting to the HTF Leadership Team.
- Represent Hunger Task Force in the broader community and with national peer organizations.
- Provide or arrange for technical assistance on FoodShare eligibility, application, Rights and Responsibilities with the membership of the Hunger Relief Federation of Wisconsin. Introduce potential providers of SNAP Outreach to their consortium leadership.
- Create and disseminate formative documents and official correspondence, including monthly and annual program performance reports for dissemination to key community-based decision makers.
- Utilize and advocate for progressive technologic improvements that modernize FoodShare for applicants and ease administrative burden for program management.
- Increase the total number of Self-Service welfare offices across Wisconsin.

- Identify and uphold best practices from other communities (including out-of-state projects with the potential for replicability.)
- Maintain accessible, up to date record keeping of work progress utilizing the NPGVan.
- As assigned by Director of Advocacy, develop, implement, and evaluate FoodShare issue campaigns, including outline of key strategies, creation of timelines, execution of campaign, and evaluation of campaign activities.
- Maintain a constant level of preparedness to provide client and advocate public testimony on the benefits of SNAP.
- Interact with donors to Hunger Task Force on the benefits of SNAP providing personal and timely support.
- Other duties as assigned.

Supervisory Responsibilities

Directly supervises the SNAP Outreach Team. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, effectively recommending hiring and promotions, employees training; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Managing People - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B. A.) from four-year College or university; plus 5 or more years' experience as a manager or supervisor.

Language Skills

Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to top management, public groups, and/or boards of directors.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

Reasoning Ability

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Computer Skills

To perform this job successfully, an individual should have knowledge of Contact Management systems; Project Management software; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Valid driver's license.

Other Skills and Abilities

Bilingual Spanish preferred. Ability to speak in front of diverse audiences authoritatively and with confidence.

Other Qualifications

Significant local travel required - must have a reliable vehicle.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision and color vision.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is occasionally exposed to wet and/or humid conditions; moving mechanical parts and outside weather conditions. The noise level in the work environment is usually quiet.

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Salary Range: \$55,000-\$80,000 annually