



## POSITION DESCRIPTION

**Job Title:** Program Director

**Reports To:** Executive Director

**FLSA Status:** Exempt

**Hours:** Full-Time, 40 Hours/week

**Office Location:** Multnomah Village, Portland

**Pay Rate:** \$55,000-\$60,000 DOE

**3% Retirement match, \$300 Health stipend**

### Organization Overview:

For 30 years, Store to Door has delivered nourishment and social connections to homebound people in our community. We support independent living for Portland area seniors and people with disabilities by providing a low-cost, volunteer-based grocery shopping and delivery service. Our award-winning organization is the only one of its kind in Oregon. Each year, with over 1,400 volunteers, we make 10,700 deliveries to 700+ elders.

### Position Summary:

The Program Director assists the Executive Director in providing leadership to serve Store to Door's mission. The Program Director is responsible for the efficient operation of the Store to Door program, oversees staff and volunteers for shopping and delivery activities, and participates in the design and implementation of new programming.

### Duties & Responsibilities

- Provide leadership and support in the assessing, design, and implementation of new programs and services to support the Store to Door mission.
- Manage the grocery delivery services and coordination with other staff members to ensure the on-time delivery of groceries to clients following all food safety standards and Store to Door procedures.
- Oversee operations, shopping, and quality control and continuous improvement of the program.
- Train, supervise, and evaluate volunteers and paid staff serving in roles of coordinator, associate, and driver.
- Serve as liaison between Fred Meyer store personnel and Store to Door.
- Coordinate with Volunteer Manager to ensure adequate volunteer order-takers, shoppers, and drivers; confirm schedules with volunteers and problem-solve as necessary.
- Maintain routes with accurate delivery information; make adjustments as needed.
- Oversee the Filemaker Pro order taking system and serve as the liaison with the technology support
- Ensure the completion of all necessary weekly, monthly, and annual reports and surveys.
- Oversee the client outreach and enrollment process.
- Evaluate program effectiveness through annual surveys, shopper error rates, and other quality improvement projects.
- Responsible for special projects, including additional supports to clients and program quality improvement projects.
- Provide support to all departments, which demonstrates an appreciation of equity, diversity, respect, teamwork, and collaboration with staff, volunteers, and community partners.
- Other duties as assigned



**Education & Knowledge**

- Bachelor's degree in Public Health, Social Work, Nonprofit Management, or related field. Master's degree preferred

**Skills, Abilities & Experience**

- Program planning and program management experience
- Knowledge and experience working to promote equity and improving outcomes for communities of color and other under-served populations
- Supervisory experience, including training and coaching staff members, building effective teams, effective delegation, and evaluating performance.
- Demonstrated experience in volunteer management, coordination, and retention
- Demonstrated hands-on experience and proficiency with computer applications, including MS Office Suite: Outlook, Word, Excel, and other database programs.
- Demonstrated skills and proficiency in compiling and reporting data.
- Excellent organizational and time management skills, including the ability to set priorities and organize multiple projects. Must be flexible to changing deadlines and last-minute work assignments
- Strong written and oral communications skills
- Strong analytical and problem-solving skills
- Excellent interpersonal skills and the ability to work independently and inter-dependently
- Ability to maintain confidentiality and security of information
- Ability to work in a team environment and effectively communicate with diverse cultural, racial and gender populations, low income and persons with disabilities
- Knowledge of and passion for senior services
- Must pass a criminal background check

*Any satisfactory combination of experience, training, and/or education, which ensures the ability to perform the work may substitute for the above qualifications.*

**Working Conditions/Physical Demands**

Fast-paced, with significant people interaction. No lifting over 20 lbs. Minimal reaching, bending, and stooping, sitting for extended periods. Dexterity of hands and fingers to operate a computer keyboard, mouse, and phone.

**Disclaimer**

The preceding job description indicates the general nature and level of work performed by employees within this classification. It is not a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. This document does not create an employment contract, implied or otherwise; employment in this job is an "at-will" employment relationship.

**Commitment to Equity**

Store to Door is an Equal Opportunity Employer and strongly encourages people of color, women, LGBT individuals, veterans, those with disabilities, and those with working-class backgrounds to apply. We are working toward an equity and diversity plan and dedicated to improving outcomes for communities of color and other under-served populations.