

**LANCASTER COUNTY FOOD HUB**  
**812 North Queen Street**  
**Lancaster, PA 17603**

**Position Title: Program Services General Manager**

**Reports To:** Executive Director

**Status:** Exempt

**Schedule:** Monday – Friday, 8:00 am – 5:00 pm

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**JOB SUMMARY:**

Founded more than 75 years ago and rooted in dignity and compassion, the Lancaster County Food Hub (formerly Lancaster County Council of Churches) responds to community imperatives and provides basic human needs for the most at-risk community neighbors by providing free food, clothing, emergency day and night shelters, and outreach services. We fill the gap for those who make tough choices between feeding and clothing their families, paying utilities, rent, & medical bills, and even coming off the streets.

Experiencing a time of strategic and significant growth in the last two years, the Lancaster County Food Hub is seeking an enthusiastic and people-oriented Program Services General Manager with scaling experience to join the team. The Program Services General Manager (PSGM), reporting to the Executive Director, will oversee the operations of the Food Hub's extensive and growing programming that serves over 40,000 Lancaster neighbors each year.

The PSGM will be forward-thinking and strategic, consistently searching for and implementing ways the Food Hub can innovatively and efficiently reach service goals and outcomes. As an experienced leader in a multi-faceted position, they will be capable of working and advising on both a strategic level across multiple projects as well as driving through day-to-day details, both independently and in collaboration. The PSGM must be able to make decisions and exercise discretion to prioritize assignments and work under pressure, while communicating effectively with the Executive Director.

Above all, through their work, they will be a partner in striving to make the Lancaster County Food Hub and its resources accessible to all and a gathering place for diverse individuals to connect, feel welcome, and to meet their basic human needs with dignity and respect.

The Program Services General Manager specifically oversees the Program Services of the Food Hub: food warehouse and pantry, clothing bank, client care (intake/customer experience), and shelter programs. The position supports the Executive Director in all Food Hub activities as assigned as well as the support of fundraising endeavors.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Oversee and maintain the quality of all Program Services in accordance with established policies of the Organization.
2. In partnership with the Executive Director, set the organization's strategic goals and translate into operational objectives.
3. Develop quarterly/yearly goals that support a mindset of flexibility and continuous improvement to address high and fluctuating service demand
4. Establish effective and consistent communications protocols that connect and inform all segments of the Organization.
5. Manage assigned staff in accordance with policies and procedures set by the Organization. Be a role model and mentor, effectively address and manage conflict. Assist staff in the development of individual goals that promote growth and foster a work culture of teamwork and collaboration.
6. In partnership with volunteer coordinator and program coordinators/managers, set culture for and define volunteer activities and programming. Oversee program coordinators' volunteer scheduling and tracking and ensure adequate coverage.
7. Oversee the client care/intake functions, staff and volunteers, and ensure that every client interaction is dignified, respectful, and positive.
8. Oversee food warehouse and clothing bank operations and staff, ensuring proper inventory levels to meet demand and timely and efficient client experience.
9. Oversee day and night shelter coordinators and activities to ensure that program and client goals, adequate staffing, and quality reporting requirements are met; maintain at all times an atmosphere of safety, security, and trauma-informed care.
10. Prepare an annual budget proposal for Program Services and monitor financial performance of the programs.
11. Cooperate with relevant community agencies and programs to support Program Services performance.
12. Other duties as assigned including participation in relevant fundraising activities.

## **EDUCATION, KNOWLEDGE AND COMPETENCIES:**

- Bachelor's Degree in a relevant field is required.
- Three to five years direct operations experience with supervisory responsibilities. Successful mid-level management experience in a business or non-profit organization.
- Experience in social work/human services preferred.
- Mid to advanced computer skills are required.
- Bilingual skills are appreciated
- Demonstrated ability to work independently with high level of comfort and skill interacting with partner organizations, volunteers, donors and friends representing all constituent groups.

**REQUIREMENTS:**

- Valid PA Driver's License.
- PA Criminal Background Check and PA Child Abuse clearances are required.
- Strong interpersonal and communication skills including the ability to interact well with individuals of diverse socioeconomic and cultural backgrounds.
- A commitment to maintain a high standard of work performance, attendance, appearance, and punctuality at all times

**SUPERVISORY:**

The Program Services General Manager reports to the Executive Director who will review and evaluate performance according to Lancaster County Food Hub policies

**OTHER FACTORS:**

This position requires the ability to balance operational tasks and goals with a relationship-oriented approach to people and culture. The successful candidate will exhibit excellent decision-making skills, conflict resolution experience, and comfort in a complex environment together with a trauma-informed care familiarity and enthusiasm for interacting with staff, volunteers, clients and community.

The Lancaster County Food Hub knows that an exceptional staff is the backbone of any great organization. We hire qualified individuals who are committed to the mission, vision, and values of our organization. Our recruitment process strives to be interactive, accessible, and responsive. Staff members have access to generous compensation, leave, and benefits package, as well as opportunities for personal and professional growth.