

Lancaster County Food Hub

Position: Program Services Manager

Reports to: Executive Director

Status: Exempt, Full Time, Salary

Position Summary

The Program Services Manager provides leadership, oversight, and heart for the Lancaster County Food Hub's community-focused programs and services. This role is responsible for both the day-to-day operations and long-term effectiveness of Lancaster Hub's Food Hub programs, including the food warehouse and pantry, clothing bank, customer service, and homelessness outreach. This role - both strategic and hands on - ensures programs are delivered with a heart of compassion and the boundaries that provide efficiency and sustainability.

The Program Services Manager works closely with staff, volunteers, vendors, and partners to deliver high-quality, data-informed programs that meet community needs and make a measurable difference in Lancaster County.

Key Responsibilities

Program Leadership & Operations

- Oversee the daily operations of Food Hub program services, including food and clothing distribution, outreach initiatives, client care and experience, and related support services.
- Develop, implement, and advance programs that address community needs and align with organizational goals and grant requirements.
- Ensure programs are responsive, client-centered, and delivered with dignity and compassion.
- In partnership with Board Programs Committee, evaluate program effectiveness, gather community feedback and outcomes, and incorporate improvements

Service Coordination & Community Engagement

- Coordinate partnerships with community agencies and service providers.

- Build and maintain positive relationships with community stakeholders, government agencies, coalitions, schools, churches, and nonprofit partners.
- Represent the Hub at community meetings, events, and collaborative initiatives.

Staff Supervision & Team Leadership

- Foster a collaborative, mission-driven team culture focused on excellent customer service and community care.
- Supervise, support, train, onboard/offboard, and evaluate program staff, coordinators, and volunteers; provide coaching, guidance, and conflict resolution support as needed.
- Lead volunteer scheduling, training, and coordination

Compliance, Reporting & Administration

- Ensure compliance with organizational policies, grant requirements, government regulations, and confidentiality standards.
- Collect and analyze program data to measure impact and support reporting requirements.
- Assist with grant reporting, tracking, invoicing, and program evaluations.

Budget & Resource Management

- Lead development and management of program budgets and resources.
- Support resource diversification and growth and monitor resource allocation across programs.

Qualifications

Education & Experience

- Bachelor's degree in social work, nonprofit management, public administration, human services, community engagement or a related field preferred.
- Minimum of 3–5 years of experience in social services, nonprofit program management, or community-based services.
- Prior supervisory or team leadership experience preferred.

- Experience working with vulnerable populations and community resource networks strongly preferred.

Skills & Abilities

- Strong leadership, communication, and interpersonal skills.
 - Knowledge of trauma-informed and client-centered service practices preferred.
 - Ability to manage multiple programs and priorities simultaneously.
 - Excellent organizational and problem-solving abilities.
 - Ability to work effectively with diverse populations and community partners.
 - Proficiency with Microsoft Office and basic data tracking/reporting systems.
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Work Environment

- Full-time position with occasional evening or weekend community events.
 - Combination of office, warehouse, and community-based work environments.
 - May require standing, lifting, and assisting with program operations as needed.
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About Lancaster County Food Hub

Lancaster County Food Hub works to provide compassionate, community-centered support for individuals and families facing hardship. Through food access, essential resources, outreach, and collaborative partnerships, the Food Hub seeks to strengthen the well-being and resilience of the Lancaster County community.