

Project Hope, Director Job Description

Reports to: Executive Director

Time Commitment: 32-40 hours per week

Compensation: This is an hourly position, \$35-40 an hour, depending on experience.

Position Summary

Project Hope is a ministry that operates under Christian Hope Association (CHA). The Director of Project Hope plays a vital role in upholding and supporting the Mission of CHA. *"Christian Hope Association serves as a community of hope and healing through addressing immediate physical needs and confronting the effects of brokenness with the life-giving hope of the gospel."*

The Director of Project Hope oversees the community Food Bank and Community Assistance program. This ministry provides basic food resources, financial assistance, and access to community resources. The Director will oversee the operational management and coordination of the food bank to ensure that materials and personnel are available and effectively utilized to meet the needs of the community. They will also oversee the Community Assistance Program to ensure resources are distributed in a way that allows and promotes restoration.

Core Responsibilities

- Oversee the operational management and coordination of the food bank to ensure that materials and personnel are available and effectively utilized to meet the needs of the community.
- Oversee the Community Assistance Program to ensure resources are distributed in a way that allows and promotes restoration.
- Identify, recruit, train, and schedule volunteers to assist with the food bank's work.
- Collaborate on volunteer appreciation events bi-annually.
- Ensure the food bank is adequately stocked with basic food items throughout the year to meet our distribution needs.
- Help facilitate community food drives.
- Ensure food safety regulations are adhered to.
- Coordinate the transportation of food resources to and from the facility.
- Coordinate sorting, stocking, and food distribution.
- Monitor and assist with any essential repairs within the food bank area.
- Purchase any needed supplies (i.e., plastic bags, cleaning supplies, gloves, carts, etc.)
- Monitor food storage area temperatures and ensure the proper cleanliness in food storage, preparation, and distribution areas.
- Oversee all required tracking and reporting related to operations (including multiple software programs).
- Prepare monthly reports for the Food Bank Coalition of Whatcom County and internally for the executive director.
- Participate in monthly calls with other food bank directors in Whatcom County and collaborate on funding opportunities and other programs that might serve our clients.
- Manage all resources (gift cards, vouchers, checks, Puget Sound Energy Warm Home Fund) that we distribute via our community assistance program.
- Meet with clients seeking help, assessing their needs, and discerning the most appropriate resource to meet that need. Distribute information and track aid given when required.
- Continually improve knowledge of resources that would benefit our clients and have brochures and information available.

- Meet with the Executive Director monthly to review Project Hope's operations and needs. Create strategic plans for growing and improving current programs and any additional services that will best meet our community's current needs.
- Collaborate with current partner agencies, organizations and churches and seek ways to both enhance and create new partnerships.
- Collaborate with the Development Assistant on branding and marketing, including social media.
- Fulfill public speaking engagements at local churches, schools, and community events that request Project Hope representation.
- Manage an annual budget for Project Hope, ensuring financial responsibility.
- Attend 2-3 CHA board meetings annually and be prepared to present information on Project Hope's operations and answer questions.
- Occasionally, meet with donors, give them tours of the food bank, and answer questions about needs and operations.
- Assume other duties as needed or assigned by the Executive Director.

Qualifications

- A deep desire to compassionately serve those in our community who seek assistance for their basic needs.
- Excellent interpersonal relationship skills.
- Strong communication skills.
- Experience in managing department budgets, purchasing, and inventory management.
- 3 years leadership experience, including hiring and direct oversight of staff or volunteers.
- Strong organizational skills.
- Ability to manage multiple priorities effectively in a dynamic, fast-paced environment.
- A current driver's license and competency to drive/operate a box truck.
- A Washington State Food Worker's Card.
- A bachelor's degree in nonprofit management, business administration, social work, or a related field is highly preferred however, direct experience is acceptable.
- Management experience, specifically in team leadership.
- Past success in fundraising, grant writing, and donor cultivation.
- Proficiency in warehouse management, supply chain coordination and inventory tracking systems.
- Computer literacy.
- Proven ability to recruit, train, schedule, and retain a large base of volunteers.
- Exceptional verbal and written communication skills to serve as the public face of Project Hope and build partnerships with local businesses, food banks, and civic leaders.
- Empathy, cultural sensitivity, and the capacity to work respectfully with individuals from diverse socioeconomic backgrounds.

Christian Hope Associations Values

- **Christ** - Our foundation, guiding every action.
- **Connection** - Fostering meaningful relationships.
- **Community** - Partnering with local organizations and individuals.

Working Conditions/Physical Requirements

- We value your safety and expect you to follow CHA safety guidelines and policies.
- CHA complies with office ergonomic standards, including adjusting workstations and reporting any musculoskeletal discomfort to management.
- Work is performed in a standard climate-controlled office environment with moderate noise levels, extended periods of sitting or standing and some strenuous activity.

- Must be able to regularly lift and/or move up to 50lbs without assistance.
- Requires dexterity to operate keyboards for extended periods of time, able to assist in taking in donations, etc.
- CHA strictly adheres to safety standards and company-mandated hazardous material handling protocols (vomit, urine, other bodily excretions & drug testing).

Acknowledgement of Understanding

I acknowledge and understand the responsibilities involved in the position I am accepting to fulfill at CHA and will uphold the values and expectations included in this job description.

Signature

Date