



Job Description

Position Title: Director of Client Services

Education: Bachelor's Degree

Location: Brooklyn, New York

Employment Type: Full-time

Reports to: Chief Operating Officer

The Campaign Against Hunger (TCAH) is one of the largest and most robust anti-hunger advocates in New York City. TCAH's mission is to empower its neighbors to lead healthier, more productive, and self-sufficient lives by increasing their access to nutritious food and related resources. It has an annual budget of \$21 million, a staff size of 55, and is looking to expand its dynamic team.

Position Summary: The Director of Client Services reports directly to the Chief Operating Officer and will oversee the Client Services programs and ensure that quality culturally-sensitive, best practice services are being delivered. The Director of Client Services will oversee the Human Service Manager, Community Wealth Manager; Food Pantry Assistant Manager; Systems & Maintenance Manager, and Volunteer Resource Manager. The Director is part of TCAH's leadership team and participates in the strategy, planning, implementation, evaluation, and continuous improvement of all TCAH programming. The Director will provide overall leadership and direction for the departments, ensuring effective management of the daily operations, programmatic areas, budget needs, and activities. The incumbent is responsible for ensuring that programs are conducted according to contractual guidelines and effective in meeting intended outcomes. The Director works independently and collaboratively with TCAH staff to develop and implement activities in food and benefits access, education, volunteerism, and other essential services. Additional responsibilities include serving as a representative and establishing partnerships to advance TCAH's mission.

The Director of Client Services position requires a proven, forward-thinking, dynamic individual to develop and maintain programs with proactive leadership and vision. The ideal candidate has an unwavering commitment to fighting food and economic insecurity; strong programmatic acumen with a track record of successful programs operations, project management skills, interpersonal skills, excellent written and verbal communication skills, strong organizational skills, excellent analytical skills, problem resolution, keen attention to detail, strong public speaking skills, and a proven ability to manage multiple ongoing projects. This position requires a deep understanding of food inequity, sovereignty, and the social determinants of health and wellbeing. The Director will ensure a commitment to these principles throughout TCAH's direct programming and operations and serve as an ambassador for external relations.

TASKS AND RESPONSIBILITIES

Program Development and Management – 60%

Objective: Oversee the design and implementation of programs that carry out TCAH's mission, strategic initiatives, and goals by working with staff to develop programs, tools, and services that address client needs.

- Manage all programs offered through the Benefits Access office and explore opportunities that expand the programmatic portfolio and its capacity to engage in innovative food justice and anti-poverty work across Brooklyn and NYC.



- Oversee the client-choice food pantry operations to ensure it operates efficiently while meeting current and emerging community needs.
- Provide leadership to the Volunteer Resource Manager to ensure volunteer goals are met.
- Develop program goals and objectives in collaboration with the COO that is congruent with the strategic plan and TCAH's mission
- Provide support to develop, implement, and maintain client enrichment programs.
- Lead the Client Services Team and meet regularly with reports to discuss progress and needs and provide support.
- Develop and control program budgets in tandem with the Chief Operating Officer to ensure sound fiscal management of programs.
- Collaborate in identifying funding opportunities and drafting proposals for funding to support existing and new programming.
- Oversee program audits by relevant partners/agencies. Coach and prepare staff to best represent the organization's practices and services.
- Interface with funders, government officials, corporations, consultants, community members, and stakeholders regarding food justice advocacy.
- Plan and organize special presentations with community partners to promote TCAH's programs and participate in and represent TCAH at local conferences, task forces, coalitions.
- Forging and stewarding relationships with public and private partners and key stakeholders
- Responsible for reporting on Key Performance Indicators (KPIs) and metrics for programs, providing timely and accurate reports as required to the CEO, COO, and Development Director. Ensures program goals are being met and compliance for all program grants and contracts.
- Monitor scopes of work to ensure timeliness, quality, and accuracy of activities vis-à-vis contractual and grant commitments.
- Effectively engage staff assets to support the ongoing work of grants and contracts.
- Ensure cross-functional programs work seamlessly.
- Work with the COO to develop and monitor programmatic budget under approved guidelines, proper fiscal management, and compliant use of grant and contract funds.
- Meets regularly with the COO to discuss the progress of tasks and goals.
- Must respond to and advocate for food justice and build support and collaboration within the industry.
- Responsible for recruiting, interviewing, and hiring Program Assistants.
- Interact with project teams to maintain a consistent understanding of project status and deliverables

Program Direction and Management -15 %

- Serve as a senior leader for food insecurity content, program design, evaluation, and dissemination across client services
- Ensure and direct the development of regular and timely programmatic updates to ensure cross-pollination of ideas, knowledge-building, and resource sharing.
- Facilitate small and large group meetings, internally and externally. This may also include facilitating on-site community meetings.
- Monitor citywide and national initiatives in hunger and programmatic innovations and best practices from other sectors to ensure that TCAH program staff remains well-informed. Ensure that innovations and best practices are incorporated into programmatic activities.

Staff Development - 10 %

- Facilitate staff's continuous learning (by department, evidence-based, and the latest innovations).
- Promote and foster an environment where proactive thinking and creativity are encouraged and rewarded.



- Identify capacities needed (skill sets and competencies) to achieve programmatic and organizational goals. Work with senior staff to ensure those capacities are developed or acquired.
- Serve as resource advisor to program staff and support their work by managing resources, opportunities, time, and information.
- Participate in yearly performance assessments of program staff, goal setting, and support professional development on an ongoing basis.

Strategic Thought Leadership -15%

- Build cross-sector relationships within healthcare, education, neighborhood development, criminal justice, housing, etc.
- Work collaboratively across sectors with diverse, strong, and influential partners to achieve common goals.
- Engage in the state, city, and local-level relationship building to increase TCAH visibility and ensure strategic programmatic and organizational growth.
- Increase TCAH's public profile by serving as a spokesperson and advocate and a visible and influential leader in food justice.

PERSONAL AND PROFESSIONAL CHARACTERISTICS

- Proven leadership experience with five or more years managing a complex organization or programs within a nonprofit.
- Experience working with community-based initiatives and capacity-building.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor.
- Direct, articulate, and succinct communication style.
- Self-motivated, able to balance multiple and competing priorities or deadlines, excellent organizational skills, and ability to track various projects/programs tasks.
- Demonstrated understanding of current and emerging food justice issues.
- Demonstrated political acumen and intellectual curiosity and the ability to view old problems with fresh perspectives.
- High level of knowledge and understanding, especially program replication, connecting programs to funding, creatively generating other resources, and building strategic partnerships
- Multicultural competence as an effective listener with interpersonal skills and emotional intelligence to bring diverse constituencies together.
- Team player with the proven ability to influence and collaborate with others to drive results
- Strong proficiency and comfort level with technology.
- Intellectual curiosity, adaptability, and creativity to break free from established structures and try new approaches to solve problems.
- Sound judgment and a deep sense of humility and integrity.

The Campaign Against Hunger is an equal opportunity employer. While not exhaustive, this written job description intends to relay the essential job functions, the general supplemental responsibilities, and the requirements for success in the Director of Client Service role. Salary is competitive and based on experience. Please send a cover letter and resume to hr@tcahnyc.org.