

United Community Outreach Ministry (UCOM)
UCOM Program Director
Job Description

Position Overview: To direct the programs of UCOM, and as time and priorities allow, maintain a client case load.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsibilities

- Lead daily client experience at the ESC, food pantry, Monday – Thursday, 9:30 a.m. – 12:30 p.m.
- Lead the client experience from intake to outcome.
- Work as part of a team in developing program assessment tools for client services.
- Provide case management through our scholarship program and for families during summer feeding program.
- Be proactive in addressing safety concerns with clients, volunteers, or community partners.
- Network with other agencies in Jacksonville to avoid duplication of services.
- Honor standing Agency agreements within our network of referral for services providers.
- Be a part of the food pantry team as needed.
- Lead efforts for clean office and packing areas, and in compliance with Food Handling Safety guidelines.
- Be able to lift up to 40 pounds (one heavy banana box of food)
- Work with Exec Director on Social media and marketing strategy.

Compliance

- Assist the Executive Director with compliance of regulatory, statutory, contractual, grant, and standards for timeliness, completeness.
- Comply with UCOM general policies, safety regulations and procedures while maintaining UCOM's cultural values.
- Maintain working knowledge of state and federal laws, rules, and regulations as they relate to food handling, OSHA, and confidentiality expectations; both HIPAA and common.

Professional and Ethical Behavior

- Respect client confidentiality while maintaining proper professional boundaries and stellar ethics.
- Remain sensitive to the faith organizations and their relationship with us, and clients referred by them, to best meet expectations of our services.
- Be a collaborative and positive community member with all current and future partners, donors, and investors in UCOM's vision and mission.
- Be a positive manager for our volunteer workforce.
- When answering phone or speaking to someone who walks up to UCOM which could include clients, workers, donors, and volunteers, use active listening techniques, so clients and donors feel heard and understood.

Training and Meetings

- Attend UCOM staff, volunteer and board meetings upon request.
- Participate in food handling safety training.
- Participate in compliance training for any grant or partnering agency.
- Lead volunteer training sessions (volunteers in direct contact with clients) in UCOM's culture and positive service expectations.

Additional Duties

- May be required to use personal vehicle to pick up donations or for other tasks as approved by the Exec Director. You will never be asked to drive a client or go to a client's residence.
- Maintain communication with the Exec Director, keeping them informed of problem areas such as the need for additional resources or food.
- Perform other duties as assigned.

QUALIFICATIONS

- Proficient with Microsoft Office suite.
- Satisfactory completion of a criminal background and reference checks.
- Satisfactory completion of a Florida driver's license and insurance check.
- Strong written, oral, and interpersonal communication skills; fact gathering methods and interviewing techniques gives preference.
- Working knowledge of Jacksonville's social services and nonprofit resources gives preference.

PREFERRED SKILLS

- Exhibit sensitivity to the service population's cultural and socioeconomic characteristics.
- Customer service that treats others with respect, courtesy, tact, and friendliness, while actively attempting to be helpful toward others, staff, volunteers, and clients.
- Social Media experience or willingness to learn and engage.
- Donor Development experience, or willingness to learn.

EDUCATION AND EXPERIENCE

- 5 years' experience working in social services with direct client contact OR a degree in a related field.
- Working knowledge of social services in Jacksonville; specifically relating to addressing basic needs.

Time Required to do the Job:

- Between 25 - 32 hours per week; will fluctuate.

Salary and Benefits:

- \$30,000 annual salary.
- A ninety (90) day probationary period will be required before the position becomes permanent.
- At the end of the ninety (90) day probationary period, the permanent position includes five (5) days of leave time annually for the first year and ten (10) days annually after that.
- Nine (9) National Holidays off.
- Paid time off between Christmas Eve and New Year's Day (1 ½ weeks).

CONTACT

E-mail your resume and cover letter to saramitchell@ucomjax.org