



Casa de Peregrinos Position Description Deputy Director for Operations

Job Title:	Deputy Director for Operations
Location:	CdP Central Pantry and remote locations
FLSA Status:	Exempt
Rate of Pay:	\$65,000
Hours per week:	40

Overview: Casa de Peregrinos (CdP) provides free supplemental groceries to individuals and families at risk of hunger in Las Cruces and Doña Ana County, serving as a safety link for those unable to purchase nutritious food due to an emergency or unforeseen personal crisis. It is the largest and most comprehensive food pantry in southern New Mexico, providing over 63,000 distributions of groceries every year to low-income families. It has grown from distributing approximately one million pounds of food in 2012 to over 5 million pounds in 2023-4.

Position Summary:

The Deputy Director for Operations is the senior programs manager at CdP, reporting to the Executive Director, serving as Acting Director in his/her absence and speaking for the agency in his/her stead. He/she serves as a member of the management team and provides assistance and support to the Board of Directors. He/she is deeply involved in strategic planning, program monitoring and evaluation, budget development and overall accountability for CdP programs. He/she oversees all CdP food acquisition and delivery programs, managing the Warehouse, Food Rescue, Central Pantry, Hatch Pantry and Mobile Pantries staff and activities, and such other direct client services programs as may be developed in the future by CdP.

The position is responsible for confidential and time sensitive material and requires excellent time management skills and the ability to multi-task and prioritize work, attention to detail and problem-solving skills, and excellent written and verbal communication skills. It calls for a team player with personal initiative and creativity, respect for those who donate their time, empathy for those coming to the agency, and a deep commitment to the mission of CdP. It involves leading, evaluating and reporting upon program activities, and communicating about the mission of CdP to clients and the community at large.

It is imperative for this position to model behavior that welcomes clients regardless of their personal circumstances, and supports a culture which is proactive about drawing new clients into our programs and seeking out new ways to serve hungry families.

Position Responsibilities:

This position is responsible for the client services programs of CdP including: Food Security, Drive-Up Services, Children's Relief Program, Homeless Program, Home Delivered Food, Agency Support, Nutrition Education, Hope for the Holidays, Mobile Pantries at college campuses and rural communities, the pantry in Hatch,

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Agency Outreach, food rescue and purchasing, warehouse management and other service initiatives as may be implemented in the future. This includes:

Program Planning:

- Develop long term goals and annual numeric objectives for each program.
- In collaboration with the Programs Committee of the Board, research and recommend new initiatives to support the strategic direction of the organization.
- Work closely with the Executive Director and the Building Committee of the Board of Directors in the planning and construction of new satellite pantries in progress to assure they meet the needs of families in those areas.
- Seek out ways to expand services to other populations at risk of food insecurity.

Program Management

- Assure that food distribution services at the central pantry and remote locations are provided in a manner that assures food safety, equity of distributions, and respect for the privacy and time constraints of clients.
- Assure that food acquisition is conducted in compliance with the principles of cost-efficiency, zero food waste, and local purchasing.
- Monitor activities of staff, volunteers and visitors to assure safety and compliance with CdP policies and procedures.

Financial oversight

- Develop, in collaboration with the Executive Director and the Board Treasurer, an annual budget for each program.
- Monitor each program to assure it operates within budget.
- Make recommendations to achieve efficiencies in program operations

Staff oversight

- Manage the hiring process when vacancies occur. Recruit, screen, and interview well-qualified candidates in a timely manner, and make a recommendation to the Executive Director for a hiring decision.
- Collaborate with the Resource and Communications Department to assure the recruitment, training, oversight, and scheduling of sufficient volunteers to support programs.
- Ensure all staff members supervised by this position receive orientation, updated and accurate position descriptions, appropriate training for their positions, constructive supervision, and annual performance evaluations in accordance with the Personnel Policies adopted by the Board of Directors.

Evaluation

- In collaboration with the Programs Committee, develop a program evaluation framework to assess the strengths of each program and to identify areas for improvement and or/expansion
- Report evaluation findings to the Executive Director and recommend changes to enhance the organization's mission.

Monitoring and reporting

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- Monitor client data tracking to assure accurate reporting and retrieval of client service information for statistical reports to management, fundraising/development staff, the Board of Directors and agency funders.
- Report program data monthly to the Board of Directors

Communication of the mission and goals of CdP

- Communicate with clients, volunteers, members of the public to gain community support for the program and to solicit input for improvement
- Conduct outreach to community groups, members of the public and other stakeholders to encourage eligible families to participate in CdP programs and services.

Position Requirements: 2 years higher education. Experience may substitute in lieu of education. Demonstrated experience in budget development, program planning and management, and personnel management is required. Bilingual skills are a plus. Experience in a non-profit organization is a positive, but not required.

Note: this job description is not intended to be all-inclusive. Employee may perform other related duties to meet the ongoing needs of the organization

Casa de Peregrinos provides equality of opportunity for all persons with respect to hiring without discrimination on the grounds of race, color, religion, national origin, sex, pregnancy, age, disability, veteran status, sexual orientation or gender identity. All employment will be decided on the basis of qualifications, merit and business need. If you need assistance or an accommodation due to a disability, you may contact us for support at: lo.alba.jr@gmail.com

At Casa de Peregrinos, we celebrate our diversity. Casa de Peregrinos is proud to be an equal opportunity workplace.