



DIRECT SERVICES MANAGER

POSITION INFORMATION

Position Type	Full time, Exempt	Reports To:	Director of Programs
Department	Programs	Supervises:	CSFP Lead, Specialist, and Coordinators CalFresh Program Coordinators Nutrition & Wellness Coordinator

SAN DIEGO FOOD BANK MISSION, VISION AND VALUES

All San Diego Food Bank employees are expected to act responsibly, guided by our mission, vision and values at all times.

Mission Statement

To provide nutritious food to people in need, advocate for the hungry and educate the public about hunger-related issues.

Vision Statement

To end hunger in San Diego County!

Values

- **WE SERVE:** We believe the success of our mission is intertwined with the success of those we serve, and our approach is rooted in empathy and understanding for all facing food insecurity. We stand ready to serve and embrace all who come our way with equity, dignity, and respect.
- **WE EMBODY INTEGRITY:** Our commitment to integrity guides everything we do. We hold ourselves to the highest standards of ethical behavior striving to earn and maintain the trust of those we work with and serve.
- **WE CREATE SYNERGY:** We bring people together to advocate and work for change. Together, we create a network of support that amplifies our impact and enables us to empower an even greater number of our valued stakeholders.
- **WE LEAD:** We strive to create a diverse and inclusive culture that fosters leadership and innovation where positive change is embraced and all stakeholders are encouraged and supported to reach their full potential.
- **WE DEMONSTRATE MOXIE:** We're not afraid of a challenge. We adapt to change and quickly pivot to meet the evolving needs of our community. We find solutions to overcome obstacles, and demonstrate persistence and perseverance in attaining our mission.
- **WE PUT SAFETY FIRST:** Our commitment to safety is paramount. We understand that to be effective and efficient, we must keep safety and personal responsibility for safety at the core of all operations. We always look out for one another and for those we partner with and assist.



POSITION PURPOSE

The Direct Services Manager leads the strategic coordination, implementation, and continuous improvement of San Diego Food Bank's direct service programs, including the Senior Food Program (CSFP), CalFresh outreach, and Nutrition & Wellness initiatives. This role ensures high-quality, client-centered service delivery while promoting operational efficiency, positive team dynamics, and impactful partnerships. The manager is responsible for fostering equitable access to food and resources across all service areas and directly contributes to agency-wide goals around health, hunger relief, and community resilience.

ESSENTIAL DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position. All duties are expected to be performed in accordance with existing company policy and procedure. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Program Oversight & Impact

- Responsible for the overall success and day-to-day operation of the Food Bank's direct service programs, including CalFresh Outreach, Nutrition & Wellness Education, and Senior Food Program.
- Establish and lead ongoing program assessment and implement strategies for continuous improvement that enhance service quality, equity, and reach.
- Establish, track, and improve success metrics related to client satisfaction, employee and volunteer experience, operational efficiency, and overall program impact, ensuring data collection, monthly reporting, and communication of program data and impact.
- Monitor participation and ensure full compliance with Food Bank, CDSS, and USDA regulations, staying up to date with policy changes at federal, state, and local levels that affect the Direct Services programs.
- Make decisions related to the programs' implementation and escalate any compliance concerns or larger issues for collective problem solving. Keep direct supervisor informed of challenges and successes in achieving program goals.
- Review all program content for external public release, including recipe cards, posters, and educational handouts.
- Field any client complaints within the direct service programs and ensure that civil rights complaints are documented in compliance with program-specific rules. Escalate complaints to necessary internal or external personnel
- Provide ongoing supporting documentation to internal departments

Team Leadership & Development

- Responsible for the training, development, performance management, and overall leadership of the Direct Services team.
- Promote a positive team culture centered on empathy, equity, and collaboration.



- Assign projects, coach team members, and ensure all staff have the tools, training, and support needed to succeed.
- Conduct performance evaluations and support professional growth opportunities.
- With the Director of Programs, set annual team and individual goals while providing clear expectations and achievable timeframes for team members to complete tasks.
- Respond to direct and indirect reports' questions or concerns in a timely manner.

Partnerships & Site Support

- Ensure the success of all host sites, direct service sub-agencies and proxy sites, identifying new partners, providing onboarding, training, and ongoing support to meet compliance, client service, and reporting expectations.
- Strategically expand and strengthen distribution partnerships across the region to enhance reach and effectiveness.
- Work collaboratively with local hunger relief organizations to implement various projects aimed at ending hunger in San Diego County.
- Represent the Food Bank at meetings related to hunger relief, including coalitions and working groups.

Collaboration & Support

- Serve as the primary point of contact between the CalFresh team and County HCSS, escalating cases as needed.
- Work with the Director of Programs and VP of Operations & Programs before, during, and after state and grant audits to coordinate and lead the process.
- Support the Development Department and others by providing ongoing data, documentation and collateral for grants and donor engagement and other organizational priorities.
- Maintain close communication with Operations counterparts for program success.
- Support the Nutrition & Wellness Coordinator to partner closely with Nonprofit Services, Procurement, and the Client Choice Pantry teams to support nutrition & wellness needs.

General Responsibilities & Special Events

- Participate in Food Bank events such as Golf Tournament, Hunger Conference, Food Bank University, and Volunteer Luncheon.
- Perform other related duties as assigned.



IDEAL CANDIDATE

The ideal candidate will act with integrity and follow-through on commitments. Be open-minded, organized, and possess an internal drive to constantly improve services and make decisions quickly. The candidate will empower a free flow of communication with colleagues that is mindful, as well as have strategic, professional communication with external stakeholders, ensuring compliance while maintaining positive interactions. Candidate will be solution oriented and innovate in program delivery to ensure quality experience for program participants and staff while maintaining a safe working environment.

SKILLS, KNOWLEDGE & ABILITIES

KNOWLEDGE OF:

- Advanced skills in Windows Operating Systems and Microsoft Office Suite (Excel, Outlook, PowerPoint, Publisher, Word).
- Public speaking principles and practices.
- Customer service skills.
- General knowledge of non-profit organizational practices.
- Supervisory and leadership skills.
- Basic understanding of public assistance programs and poverty.
- Safety regulations, safe work practices and safety equipment related to the position.

ABILITY TO:

- Lead and motivate a team of employees to successfully deliver program services, achieve outcome metrics, and be successful in individually established goals.
- Learn, understand and interpret applicable federal, state and local laws and regulations and program related/contract guidelines within areas of responsibility.
- Interpret and explain program guidelines, policies and procedures to staff, program participants, and other stakeholders.
- Operate a computer using word processing, spreadsheet and database software applications.
- Operate other standard office equipment.
- Communicate effectively orally and in writing.
- Utilize effective reflective listening skills with clients, Food Bank staff, volunteers, and key stakeholders.
- Exercise tact, objectivity, sensitivity, strategy, and sound judgment with a variety of people in a variety of situations.
- Establish and maintain effective working relationships with program host sites, government employees, representatives of community organizations and other staff.
- Manage multiple priorities.
- Perform highly detailed work on multiple, concurrent tasks with frequent interruptions.
- Meet intensive and changing deadlines and interact with officials, staff and the public.
- Understand and follow written and oral instructions.
- Learn new software including: Primarius inventory database & Oasis Insight client tracking database.
- Manage comprehensive database tracking systems (Primarius & Oasis Insight).



EDUCATION, TRAINING & EXPERIENCE

- Degree in Nonprofit Management, Business or related field.
- 4+ years’ supervisory or management experience in a nonprofit organization.
- Equivalent combination of experience and training would be considered.

LICENSES, CERTIFICATES, SPECIAL REQUIREMENTS

- Bi-lingual Spanish/English preferred.
- Valid CA Driver’s License.

SCHEDULE

- Typical schedule is Monday – Friday, 7:30am – 4:00pm.
- This position occasionally requires evenings or weekends.
- This position requires approximately 10-25% travel throughout San Diego County.

RESPONSIBILITY & AUTHORITY

FINANCIAL:

NA

PHYSICAL JOB REQUIREMENTS – OFFICE BASED EMPLOYEES

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EXPOSURE:

Employees work under typical office conditions, and the noise level is usually moderate.

EQUIPMENT USED:

Computer, printer, phone, desk, copy machines, scanners, fax machine, postage machine, typical equipment found in an office setting.

ESSENTIAL PHYSICAL TASKS

ANALYSIS OF PHYSICAL DEMANDS

Key is based on a typical week

- N = Never
- R = Rarely (less than 1 hour per week)
- O = Occasional (1%-33% of the time)
- F = Frequent (34%-66% of the time)
- C = Constant (over 66% of the time)

Activity	Frequency
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	Never	Rarely	Occasional	Frequent	Constant
Lifting/Carrying					
Under 10 lbs				x	
11-20 lbs				x	
21-50 lbs				x	
51-100 lbs	x				
Over 100 lbs	x				
Pushing/Pulling					
Under 10 lbs				x	
11-20 lbs				x	
21-50 lbs				x	
51-100 lbs	x				
Over 100 lbs	x				
Driving					
Automatic Trans			x		
Standard Trans	x				
Other					
Keyboard/Ten Key					x
Fine Dexterity					x
Grasping/Holding					x
Repetitive Motion					
Hands					x
Feet				x	
Twisting/Turning					
Reach over shoulder			x		
Reach over head			x		
Reach outward			x		
Climb		x			
Crawl		x			
Kneel		x			
Squat		x			
Sit					x
Walk – Normal Surfaces					x
Walk – Uneven Surfaces			x		
Walk – Slippery Surfaces			x		
Stand					x
Bend					x

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge that I have received and reviewed the job description for the position of stated above at the Jacobs and Cushman San Diego Food Bank. I understand the duties and responsibilities outlined in the job description and agree to perform them to the best of my ability.



I confirm that I have read and understand the job description and agree to the terms outlined above.

Employee Name: _____ Employee Signature: _____ Date: _____

Manager Name: _____ Manager Signature: _____ Date: _____