

The Mount Kisco Interfaith Food Pantry is now



## **Community Program Manager**

**\$36-38/hour, 20 hours/week**

### **About the Pantry**

The Pantry provides in-person, choice food distributions three times a week and home deliveries every other week. We are dedicated to nourishing our neighbors in need and envision a northern Westchester community where everyone has enough nutritious food and the opportunity to thrive. Each week, our staff and volunteers welcome and serve an average of 700 households with dignity, respect, and compassion.

### **Position Summary**

The Community Program Manager will design and launch a practical, guest-centered Resource Referral Hub for Pantry guests. They will build and maintain community partnerships, provide brief support and navigation, and coordinate referrals so guests and their families can access services that match their goals. The ideal candidate is bilingual (English/Spanish), comfortable with technology, and experienced in program design and referral-based work. This exciting role is central to our vision of empowering our guests to thrive.

### **Initial Priorities (Launch Phase)**

- Lead a local provider landscape scan and benchmarking to identify gaps, reduce duplication, and prioritize best-fit partners.
- Design a simple, scalable Resource Referral Hub workflow for Pantry guests (intake, screening, referral, warm handoff, follow-up), informed by the landscape findings.
- Map, identify, and prioritize partner organizations (benefits/food, housing, utilities, healthcare/behavioral health, legal, employment/education, senior/child services).
- Establish partner relationships (points of contact, eligibility, required documents, referral channels) and set up warm handoff methods.
- Create guest-facing materials (one-pagers, multilingual resource lists) and a basic tracking process in case management software.
- Pilot the hub during Pantry hours and design simple evaluation criteria and measures—combining guest/staff feedback with objective indicators—to monitor results and refine the program.

### **Key Responsibilities**

- Provide guest-centered assessment, brief support, service navigation, and advocacy for guests and their families.
- Make and track referrals; coordinate warm handoffs to partners; use a variety of metrics to monitor outcomes and barriers.
- Maintain accurate, timely documentation in case management software; generate simple reports as requested.

- Collaborate with Pantry staff and Program Committee volunteers to identify needs, streamline guest flow for referrals, and ensure dignified, culturally responsive service.
- Maintain up-to-date knowledge of local resources, eligibility criteria, and referral processes, and regularly update resource lists.
- Support occasional partner/info events at the Pantry that advance access to services.

### **Skills & Qualifications**

- MSW required. LMSW required or LCSW welcome; compensation based on non-clinical scope.
- Bilingual English/Spanish (required).
- Experience in program design and management, referral-based service navigation, and metrics development for measuring and evaluating output and outcomes.
- Comfort and proficiency with case management software and basic technology (email, spreadsheets, shared drives), preferably Google Workspace.
- Demonstrated commitment to combating food insecurity and advancing equitable access to services.
- Strong interpersonal skills; trauma-informed, strengths-based approach; ability to maintain confidentiality.
- Experience in community-based social work, human services, or public benefits navigation.
- Existing relationships with Westchester-area service providers.
- Familiarity with data privacy practices and consent for information sharing in social services contexts.

### **Other Requirements**

- Ability to be on-site during the Pantry service windows listed above.
- Ability to occasionally lift/carry program materials (up to ~25 lbs.), and to stand during on-site service intervals.

Required on-site Pantry service hours:

- Tuesdays: 3:00 – 7:00 p.m.
- Wednesdays: 9:00 – 11:00 a.m. and 4:00 – 6:00 p.m.

Remaining hours (to reach 20/week) may be completed on-site, at our offices, or virtually, as appropriate for partner outreach, follow-ups, and documentation.

**To Apply:** Please submit a cover letter and résumé to [HR@thepantryny.org](mailto:HR@thepantryny.org) with the subject line: Community Program Manager.

EOE. We welcome applicants of all backgrounds and lived experiences.