



Feed A Family Program Manager Job Description

Mission: Restoring Dignity is a grassroots organization that advocates for housing equity for Omaha's refugee communities through education, partnership, and empowerment. We teach life-changing, one-of-a-kind in-home classes that help families thrive in their new homes and new country. In addition, we provide housing advocacy and emergency crisis support to those who have fled war, violence and persecution in their home countries.

Hours: Part-Time (20 hours per week)

Schedule Expectation:

- Flexible schedule
 - Can work from home for some duties
 - Will need to drive to pick-up and deliver grocery gift cards for families who haven't been sponsored
 - Some office time required
- Some evenings and weekends may be occasionally expected for special projects/events.

Job Description:

Restoring Dignity recently created a new program called [Feed A Family](#), which connects very low income refugee families who have lost their SNAP assistance with sponsors in the community who will help provide food for 3, 6 or 12 months. This is in response to recent legislation that has cut food and heat assistance (and soon Medicaid) to refugees and others with legal humanitarian immigration statuses. In an

attempt to prevent homelessness among these populations in Omaha, this program has been created. We are looking for someone who can help build and run the program.

This might be the right job for you if....

- You love running systems that help families feel supported, seen, and cared for
- You enjoy working behind the scenes to make sure every detail is accurate and nothing falls through the cracks
- You take pride in managing logistics, following timelines, and keeping programs running with precision
- You are good communicating with people and coordinating logistics

The **Feed A Family Program Manager** ensures that refugee families facing food insecurity receive consistent, dignified support throughout the year. This is a highly organized, relational, detail-driven role that safeguards the flow of grocery gift cards, sponsorships, manages family registrations, tracks needs, coordinates sponsor communication, and ensures no family is left without food assistance. You will be the heart of this program: quietly powering one of the most impactful, community-wide initiatives at Restoring Dignity.

Key Responsibilities

Program Coordination & Family Support

- Oversee all aspects of the Feed A Family program to ensure seamless, year-round operation
- Manages an ongoing referral list of families experiencing food insecurity
- Reviews and approves all new family registrations in a timely manner
- Tracks families' ongoing needs and ensure accurate status updates in internal systems and referrals to other organizations as necessary

- Purchases and delivers grocery gift cards when sponsors are unavailable or families fall through sponsorship gaps
- Maintain strict confidentiality and uphold dignity-centered communication at all times

Sponsor Management & Communications

- Serves as the main point of contact for all program sponsors
- Sends sponsor updates, assignments, and reminders
- Ensures sponsors receive correct family profiles and instructions
- Follows up when sponsors forget to deliver or report back
- Maintains warm, timely, professional communication with all supporters
- Prepares donor thank-you notes for individual and group sponsors

Program Tracking & Data Management

- Manages a detailed tracking system in Excel and Monday.com for every sponsored family
- Records gift card deliveries, sponsor matches, and family needs accurately
- Reports monthly metrics to the Executive Director for grants and reporting
- Uses Monday.com to track program workflows and upload documentation
- Analyzes trends in need and propose system improvements

Community Partnerships

- Works collaboratively with staff and partner organizations that refer families
- Communicates with referring partners about family status, changes, or concerns
- Helps onboard new agencies or volunteers who want to participate

Operational & Administrative Tasks

- Keeps all program files up to date in [Monday.com](https://monday.com) and Google Drive

- Manages physical gift cards (inventory, tracking, and distribution)
Creates simple templates, checklists, and sponsor guides as needed
Attends monthly staff meetings and bi-weekly one-on-ones
- Assists with occasional events, community meetings, or special projects
- May occasionally need to help edit translated food pantry flyers that are then posted on our website

Compensation:

- \$25/hr
- \$25/month phone reimbursement
- \$10/month internet reimbursement
- Mileage reimbursements as necessary
- 12 major holidays paid: New Year's Day, Martin Luther King Jr. Day, President's Day, Memorial Day, Juneteenth, Independence Day (4th of July), Labor Day, Indigenous Peoples Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve and Christmas Day (or can substitute two paid days off for a religious holiday(s) of your choosing).
- Vacation pay: 10 days paid vacation time after 90 days of employment (accrues per pay period)
 - Will increase by 1 day each year up to a maximum of 15 days PTO
- Sick leave: 5 days per year (does not accumulate)
- Mental health: 2 days per year (does not accumulate)

Qualifications:

- 18 years and older
- Must be able to communicate with excellence in English, both verbally and in writing
- Must be kind
- Must be punctual, reliable, and highly organized
- Strong attention to detail and follow-through
- Confident in using Excel/Google Sheets, email, and other computer applications

- Comfortable learning new software platforms
- Comfortable working independently and managing multiple deadlines
- Professional and compassionate communication style
- Work to build positive, productive relationships with other staff. We do not allow gossip or “work drama”.

Preferred Qualifications (not required):

- Bachelor’s degree or higher recommended but not required
- Proficiency in Google Suite, [Monday.com](https://www.monday.com) and Canva
- Experience supporting refugee or immigrant communities
- Experience in program coordination or case management

Non-Discrimination Policy:

Restoring Dignity does not and shall not discriminate on the basis of race, color, religion (creed), sex, age, gender, gender identity, age, national origin (ancestry), disability, marital status, sexual orientation, medical condition, political affiliation, personal appearance, family responsibilities, matriculation or military status, or any other characteristic protected under federal, state or local law. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, clients, volunteers, and clients.

Restoring Dignity is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veterans status, sexual orientation, gender identity or gender expression.

To apply, visit: rdomaha.org/join-our-team/

Please email your **resume** and **cover letter** (no AI please... we want to hear in your words why you are the right person for this position) to: hannah@rdomaha.org

Applications will not be considered until a resume and cover letter have been received.