New Life Community Outreach (NLCO)
Position Description
Updated November 19, 2026

Program Director (Part-Time, Salaried)

New Life Community Outreach

Our vision is a community where all members can thrive. Our mission is to create a community of belonging that serves God and promotes physical, emotional and spiritual wellness. We're located in the Short North neighborhood of Columbus, Ohio, and run mostly by volunteers. Many of our members live outdoors, and most have been without housing at some point. On Sundays we offer a hot breakfast with worship and a free medical clinic, and on Wednesdays we also provide food. Our NEW4U men's clothing room is open Sundays, Tuesdays and Wednesdays, and we provide legal assistance one Sunday each month. We also advocate on behalf of our community members.

The Position:

The Program Director manages the day-to-day operations of all NLCO ministry areas so they run smoothly, fairly and in line with our mission, vision and values. Reporting to the Executive Director, the Program Director leads staff and volunteers, oversees data tracking and reporting, manages inventory, purchasing and ministry expenses, and maintains relationships with partner churches and community organizations. The Program Director is also a supportive and spiritual presence for guests and volunteers. This is a part-time, salaried position averaging 18 hours per week. It supervises staff and Volunteer Team Leaders.

Responsibilities:

1. **Ministry Operations:** keep all ministry areas running smoothly, fairly and in line with NLCO's mission
    - Manage day-to-day operations of all ministry areas and make sure they align with NLCO's mission, vision and values.
    - Make sure opening and closing procedures are followed.
    - Make sure all ministry areas follow registration, distribution and data tracking procedures.
    - Provide leadership and instruction to ensure a fair, equitable and orderly distribution of items.
    - Problem-solve as needed in partnership with volunteers, and address conflicts in a timely and decisive manner.
    - Offer a supportive presence and engage with volunteers and guests, including offering prayer.
2. **Staff Leadership:** build and keep a competent, qualified staff
    - Hire staff in partnership with the Executive Director (or designee).
    - Train, supervise, coordinate, organize and retain staff.
3. **Volunteer Leadership:** recruit, equip and retain volunteers and interns
    - Onboard new volunteers: screen them, check in before arrival, share expectations, connect them with a team lead, add them to the database and debrief after their volunteer experience.
    - Maintain, and improve as needed, the system for volunteer coordination.
    - Identify, develop, supervise and coordinate Volunteer Team Leaders, and delegate responsibilities to volunteers.

- Make sure ministry volunteers work productively as individual teams and as one larger group.
- Recruit volunteers from the gathered community, and identify new volunteer opportunities to share with the Executive Director (or designee).
- Oversee the training, supervision, development and retention of ministry interns and volunteers.
- Complete the annual volunteer training required by Mid-Ohio Food Collective.
- Make sure at least one volunteer holds a ServSafe certification.
- Lead devotion and prayer time with volunteers.
- Host group volunteer opportunities outside of normal operations as needed.
- Work with the Executive Director (or designee) to host an annual volunteer appreciation event.

4. **Data, Reporting and Feedback:** give leadership accurate information about our volunteers and the people we serve
    - Equip volunteers to collect ongoing data from clients and use the databases to track client demographics and services received.
    - Collect volunteer data including service hours.
    - Provides input for monthly and quarterly reports as requested by the Executive Director (or designee).
    - Ensure an annual survey is conducted of clients and volunteers on the services NLCO provides and help make improvements.
5. **Spiritual Care:** nurture a faith-based culture among guests and volunteers
    - Provide spiritual support, foster spiritual development and maintain spiritual health within the community.
6. **Community Partnerships:** maintain relationships with churches and organizations whose missions are similar to NLCO's
    - Breakfast worship with the Short North Church pastor.
    - Legal services with Justice Mobile.
    - Building concerns with the custodians and the Short North Church Director of Facilities.
    - Healthcare with Mount Carmel Street Medicine.
7. **Inventory and Supplies:** keep ministry areas stocked and organized
    - Maintain, and improve as needed, the system for tracking inventory, and keep a current list of items needed.
    - Keep storage areas neat and orderly and rotate stock.
    - Share excess items with other service providers. Coordinate with an agency to pick up unneeded clothing donations.
    - Purchase supplies for ministry areas.
    - Place food bank orders and coordinate pickup, picking up personally when no volunteer is available.
    - Give the volunteer breakfast shopper a list of food and supplies needed, and shop for groceries and supplies not purchased by volunteers.
    - Go to the pharmacy and pay for prescriptions after every clinic.
    - Make sure kitchen towels and washcloths are washed after every meal.
8. **Budget and Expenses:** manage ministry spending responsibly
    - Oversee and manage expenses, stay within budget and keep records of expenses.
    - Submit invoices and receipts to the Bookkeeper on time.

    - Anticipate major changes and help the Executive Director seek budget amendments from the Board as needed.
9. **Confidentiality:** protect the privacy of the people we serve
    - Maintain confidentiality and HIPAA compliance at all times.
10. Other duties as assigned by the Executive Director.

What Success Looks Like

- All ministry areas open and close on schedule, following registration, distribution and data tracking procedures.
- Monthly and quarterly reports are delivered to the Executive Director on time with complete data.
- Ministry spending stays within budget, and invoices and receipts reach the Bookkeeper on time.
- Each ministry area has a trained Volunteer Team Leader, and new volunteers are onboarded and retained.

Qualifications & Skills

- Bachelor's degree in Business, Social Work or a related discipline, or equivalent experience
- 2+ years of program management experience
- Experience working with people who experience homelessness
- Highly developed written and oral communication skills
- Proficient computer skills
- Works well both independently and collaboratively
- Sets good boundaries and is comfortable resolving conflicts in a stressful environment
- Mature faith to promote a faith-based culture
- Ability to work both at the church and remotely
- Able to lift 35 lbs.
- Willing to submit to a criminal background check
- Obtain ServSafe Manager Certification within 60 days of hire

Hours/Benefits

- Part-time, salaried position based on an average of 18 hours per week
- $2,184-2,340 per month; paid time off per the policy in the employee manual
- Present Sunday, Tuesday and Wednesday mornings, and at other times as needed