



**Strengthening  
nonprofits and  
the communities  
they serve.**

**Sharing a mission of change**

#### **Illinois**

333 South Wabash Ave.  
Suite 2800  
Chicago, IL 60604  
312 629 0060

#### **Indiana**

One Indiana Square  
211 North Pennsylvania St.  
Suite 2375  
Indianapolis, IN 46204  
317 860 6900

#### **Michigan**

3011 West Grand Blvd.  
Suite 1715  
Detroit, MI 48202  
313 309 7825

#### **Missouri**

911 Washington Ave.  
Suite 203  
St. Louis, MO 63101  
314 588 8840

3105 Gillham Road  
Suite 200  
Kansas City, MO 64109  
816 335 4200

#### **Ohio**

500 South Front St.  
Suite 125  
Columbus, OH 43215  
614 484 1811

#### **Wisconsin**

215 North Water St.  
Suite 225  
Milwaukee, WI 53202  
414 563 1100

#### **IFF Position Description**

**Title:** Director of Programs and Initiatives

**Reports to:** Vice President of Research and Evaluation

**Department:** Social Impact Accelerator, Research and Evaluation

**Department Function:** IFF's Social Impact Accelerator (SIA) Group is a cross-cutting team that sits at the nexus of nonprofits, communities, and IFF talent and expertise. The SIA Group provides thought leadership and expertise to drive corporate strategy across markets and Core Business Solutions, leads IFF's work in comprehensive place-based solutions and special initiatives, evaluates IFF's work for nonprofits and communities, and implements internal IFF initiatives. The Group includes Research and Evaluation, Talent Management, Development, and Vital Services. IFF's research and evaluation practice informs IFF's strategic investments and produces actionable data for community partners – nonprofits, foundations, and municipalities.

#### **The Organization**

IFF improves the world by strengthening nonprofits and the communities they serve. As a mission-driven lender, real estate consultant, and developer, IFF helps communities thrive by creating opportunities for low-income communities and persons with disabilities. Key to our success has been a deep sense of purpose, a broad perspective, and a relentless focus on achieving positive results. Across the Midwest, we help clients from every sector, including human service agencies, health centers, schools, affordable housing developers, and grocery stores. Staff contributes its extensive business experience with an unrivaled connection to the mission of IFF and the nonprofit clients it serves.



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IFF is looking for candidates with a commitment to the work it does and can demonstrate their creativity, detail-orientation, diligence, efficiency, enthusiasm, flexibility, organization, thoughtfulness, and sense of humor.

Our staff of over 100 professionals works from our Chicago home office, and we also serve the Midwest from six regional offices: Indianapolis, IN; Detroit, MI; Kansas City, MO; St. Louis, MO; Columbus, OH; and Milwaukee, WI.

In addition to its core business offerings, IFF delivers multiple programs and initiatives that are goal-oriented, strategic, and cross-functional in nature. These include Learning Spaces, the MacArthur Arts and Culture Loan Fund, the Kansas Healthy Food Initiative, and the Stronger Nonprofits Initiative.

#### **Basic Job Function**

The Director of Programs and Initiatives is an integral part of the Research and Evaluation and Social Impact Accelerator team. This position is designed to provide leadership, management, and coordination for IFF's programs and initiatives. The Director is responsible for developing and leading a systematic, data-informed process for the design and implementation of current and future IFF's programs and initiatives.

In the first few years, the Director is primarily tasked with the refinement and implementation of existing IFF programs and initiatives with emphasis on the Stronger Nonprofits Initiative (SNI), the MacArthur Arts and Culture Loan Fund (ACLF), the Kansas Healthy Food Initiative (KHFI), and Learning Spaces.

- SNI is a cohort-based capacity building and technical assistance program for nonprofits led by people of color and/or serving communities of color that focuses on financial and real estate management and planning. Launched in Chicago in 2018, the program is now expanding to six additional cities in IFF's service area.
- ACLF is a program that provides access to operating lines of credit for small- and medium-sized arts organizations in Chicago along with financial management training and technical assistance.
- KHFI, which includes a loan/grant program for food access projects, is a strategic initiative designed to increase access to healthy, affordable food across Kansas.



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- Learning Spaces is a grant and technical assistance program for Detroit-area early childhood education providers designed to align programmatic and facility quality.

The position will be housed in IFF's Chicago office. It is expected that this position will travel considerably among Chicago and IFF's regional offices in support of program implementation and cross-functional collaboration.

The Director of Programs and Initiatives should have a good understanding of all aspects of high-quality program design, development, and delivery. This includes project management, program evaluation, communication, and reporting/compliance.

**Job Duties and Responsibilities:**

1. Provides overall direction and coordination of current program and initiatives to meet goals and milestones including:
  - a. Creates, implements, and oversees workplans and key activities.
  - b. Articulates roles and responsibilities of cross-functional department staff and external consultants.
  - c. Partners with internal evaluation staff on the formative, process, and outcome evaluation of programs and initiatives in support of ongoing organizational learning and programmatic improvement.
  - d. Schedules, coordinates, and implements presentations and other knowledge-sharing opportunities with a focus on documenting lessons learned and codifying knowledge.
  - e. Supports effective management of and reporting to funder(s) in close coordination with IFF's Resource Development team. Supports preparation of funding reports, ensures grants and all grant activities are documented through grant life cycle. Proactively tracks and documents grant activities, stories, and learnings in partnership with department staff, to demonstrate progress on grant deliverables.



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- f. Collaborates with Communications staff to articulate program/initiative activities, outcomes, impact, and lessons learned through reports and stories.
2. Oversees the day-to-day operations of the SNI and ACLF programs, including:
  - a. Works collaboratively with cross-departmental teams to refine program to support successful implementation.
  - b. Develops and implements outreach and recruitment plans. Builds relationships with key stakeholders to assist with outreach. Coordinates and manages outreach and recruitment activities. Plans and designs kickoff events to inform potential applicants on the program.
  - c. Manages program screening, application, and selection processes.
  - d. Serves as liaison for program participants and partners. Serves as general resource for answering questions, troubleshooting and solving problems when they arise. Travels to meetings, coordinate logistics, and make presentations as needed.
  - e. Convenes and facilitates regular partner meetings to provide program and progress updates.
  - f. Works with internal evaluation team to gather feedback, present insights, and provide recommendations for continual program improvement.
3. Actively supports managers in the day-to-day operations of the Learning Spaces program and KHFI.
4. Works with external and internal IFF stakeholders to design new programs and initiatives that build nonprofit capacity and/or build IFF Core Business Solutions business. Work collaboratively with Resource Development to obtain funding for new programs and initiatives.



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5. Works with Social Impact Accelerator Administrative Assistants to maintain accurate client, grantee, stakeholder, vendor, and funder records in IFF's CRM system (CASPER). Runs funder and impact reports.
6. Performs other duties as assigned.

**Performance Measures:**

1. Successful and timely achievement of goals set forth for each program and initiative.
2. Successful problem-solving of challenges as they arise.
3. Creative and effective design of new programs and initiatives that drive business to IFF's Core Business Solutions.
4. Supports business development efforts to ensure IFF programmatic growth.
5. Cultivates a culture of openness in information sharing. Encourages open communication, cooperation, and the sharing of knowledge.
6. Models personal accountability that promotes ownership and engagement.
7. Builds and maintains effective working relationships with colleagues, peers, partners and team members measured by high satisfaction on IFF team evaluation and client surveys.
8. Values and supports differences in others, contributing to an inclusive work environment. Demonstrates the ability and willingness to communicate effectively with people of diverse backgrounds and experiences to create a collaborative, collegial, and caring community.
9. High level of satisfaction with both internal colleagues and external contacts.

**Position Qualifications:**

Education: Bachelor's Degree in human services, business, social work, or other fields related to community development required. Advanced degree preferred.



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Previous Experience: A minimum of 5 years of experience working in program management or operations in the community development or nonprofit/social services sectors. Demonstrated experience in designing and implementing professional development and/or capacity building programs. Demonstrated track record of growth and increased responsibility managing multiple projects.

Special Knowledge & Skills:

1. Project planning capabilities, including the ability to establish long-term vision and goals, and the ability to align and manage activities toward execution of identified goals.
2. Commitment to using data to inform program design, delivery, and continuous program improvement.
3. Deep commitment to equity, diversity and inclusion. Ability to work in and with all communities across the region, and ability to represent IFF's mission to government, philanthropic, community, and civic leadership.
4. Self-starter with ability to conduct multiple projects concurrently, both independently and as a member of a collaborative team.
5. Strong analytical skills with demonstrated project management experience.
6. High level written and oral communication and presentation skills.
7. Detail-oriented, flexible, dedicated and responsible individual.
8. Familiarity with non-profit organizations and community partnerships.
9. Strong ability to organize and prioritize information quickly and strategically.
10. Proficient computer software skills, including spreadsheets.
11. Ability to think creatively about problems.



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**Unusual Requirements:** Travel throughout the Midwest is required. The role may require occasional evening and weekend work.

**Application Instructions:** Please submit a cover letter, resume and salary requirements to [careers@iff.org](mailto:careers@iff.org) with “Director of Programs and Initiatives” in the subject line.

*IFF values equity, diversity and inclusion as part of its mission to strengthen nonprofits and the communities they serve. IFF is an equal opportunity employer.*