POSITION TITLE: Meals on Wheels Coordinator  
RESPONSIBLE TO: Senior Nutrition Programs Manager  
HRS PER WEEK: 40 hrs./wk.  
CLASS: Non-Exempt  
HOURLY WAGE: $18.00 - $18.50 per hour, depending on experience. Health insurance added after 60-days; other benefits added after 90-day mutual trial period completed.

SUMMARY OF POSITION: Responsible for the case management and volunteer coordination for the Meals on Wheels (MOW) program in Eugene, which mobilizes volunteers to deliver hot meals at lunchtime to seniors and people with diverse abilities in their homes, Monday through Friday. The program also provides frozen meals for the weekend and shelf-stable food boxes for inclement weather. This position screens interested MOW clients for eligibility, conducts a home visit, facilitates eligible clients’ entry into the program and maintains communication throughout the duration of the client’s involvement. The Meals on Wheels Coordinator maintains accurate and updated case management information. Schedules and communicates with volunteers daily. Develops and maintains excellent working relationships with Meals on Wheels clients, volunteers, community members, and other agencies. There are two Meals on Wheels Coordinators; each Coordinator has responsibility for approximately half of the case management and volunteer coordination for the program. Requires filling in for meal delivery and in the kitchen on an ongoing basis. The ideal candidate will have a willingness to pitch in and help wherever needed.

PRIMARY TASKS & RESPONSIBILITIES:  

CASE MANAGEMENT  
• Conducts initial eligibility assessment with interested clients to determine Meals on Wheels needs, including conducting home visits  
• Maintains caseload of assigned clients, which can vary between 150-200 clients  
• Responds to changes in client status and eligibility, monitors progress and checks in frequently. Conducts follow up investigations if clients are reported not home or unwell  
• Provides information and referrals to Senior and Disability Services (SDS) case managers and other community resources as appropriate. Collaborates with Senior and Disability Services on shared clients. Responds to inquiries and referrals from SDS  
• Resolves problems or emergencies as they arise with clientele and refers suspected cases of abuse, exploitation, or neglect to Adult Protective Services  
• Maintains accurate and updated paper and electronic records. Utilizes client databases and trains new staff members on database usage. Keeps up to date on database changes and new features.  
• Enters daily and weekly data entry tasks  
• Compiles and completes a variety of monthly reports to Senior Nutrition Programs Manager  
• Controls program costs through careful case management and food ordering, monitoring of volunteer and route coverage and combining route delivery and home visits for efficiency  
• Maintains confidentiality of client records

March 2020
VOLUNTEER COORDINATION
- Trains and provides support to about 100 community members who volunteer on a weekly or monthly basis in collaboration with other program staff
- Coordinates daily volunteer routes and ensures timely delivery of meals
- Promotes retention of volunteers through building relationships, trust, and respect
- Addresses volunteer concerns and responds to feedback
- Assists with planning and implementation of volunteer recognition events

OTHER TASKS & RESPONSIBILITIES
- Regularly uses both personal and company vehicles to fill in on delivery routes
- Assists kitchen staff with meal portioning, preparation and clean up as necessary
- Coordinates kitchen activities when kitchen staff is absent
- Adheres to all applicable federal, state, and Oregon Food Bank regulations regarding food safety, storage, and handling. Follows FOOD for Lane County policies and procedures
- Represents FOOD for Lane County with knowledge and respect.
- Attends monthly all-staff meetings and other meetings as appropriate
- Participates in long-term program planning and evaluation
- Answers Meals on Wheels phone line, responds to emails, as well as new client inquiries
- Tracks pet related needs of clients and distributes pet food through Kibble on Wheels program monthly
- Collaborates with the Senior Grocery program to deliver groceries to shared clients
- Performs other tasks as requested by supervisor

SKILLS & QUALIFICATIONS:
- Experience working with vulnerable populations especially older adults, low-income, diverse and multicultural clients, clients with mental illness, dementia, severe trauma and/or cognitive limitations as well as knowledge of other community resources to assist them
- Knowledge of client assessment techniques and the skills and ability to apply this knowledge in the completion of the assessment of a client’s eligibility, functioning, resources, and needs
- Ability to manage multiple projects with attention to detail, handle interruptions, maintain focus on tasks and produce accurate work
- Excellent organizational and communication skills
- Computer proficiency, including Microsoft Office suite of programs and previous database experience
- Flexible and able to adapt to new processes and situations. Strong problem solving skills and ability to come up with creative solutions
- Ability work well under pressure and stay calm in stressful situations such as medical emergencies or clients experiencing a mental health crisis
- Ability to provide excellent customer service to all clients. Ability to establish and maintain effective working relationships
- Experience with volunteer recruitment, retention, and recognition preferred
- Bilingual English/Spanish preferred
REQUIREMENTS:
- Possess a current Food Handler’s Card and Serv-Safe certification, or willingness to obtain required certifications within six months of hire
- Possess first aid/CPR training or willingness to obtain required certifications within six months of hire
- Safe driving record, valid Oregon driver’s license, current vehicle insurance and ability to use personal vehicle for FFLC business and qualify for insurance coverage with FOOD for Lane County’s carriers
- All offers for employment are contingent on a satisfactory background check

WORK ENVIRONMENT:
- This work is performed in a variety of both indoor (office, warehouse, clients home) and outdoor settings with exposure to motor vehicles
- This work is performed year round and requires the ability to withstand extreme temperatures, hot and cold

PHYSICAL DEMANDS:
- Ability to safely lift 35 pounds repetitively and stand for long period while working in the kitchen
- Ability to safely work in a warehouse setting with lifting, bending, twisting, reaching, walking, carrying, as well as pushing and pulling carts, moving pallets, and transporting food and carts in and out of industrial freezers
- Ability to safely work in an office setting sitting, typing, etc.

FFLC is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender, gender identity, age, national origin, marital status, genetic information, veteran status, diverse ability, or any other characteristic protected under local, state or federal law.