



## FOOD FOR LANE COUNTY JOB DESCRIPTION

**POSITION TITLE:** Meals on Wheels Coordinator

**RESPONSIBLE TO:** Senior Food Programs Manager

**HRS PER WEEK:** 40 hours/week: 8:00 a.m. – 4:30 p.m. Monday-Friday typical schedule with occasional adjustments required to meet programmatic needs.

**CLASS:** Non-Exempt

**SALARY:** \$18.50 / Hour

**BENEFITS:** Paid sick leave, vacation, and holidays on a pro-rated basis; health insurance benefits offered after 60 days of employment; other benefits after 90-day mutual trial service period is satisfactorily completed.

**SUMMARY OF POSITION:** Responsible for the client experience and volunteer coordination for the Meals on Wheels (MOW) program in Eugene, which mobilizes volunteers to deliver lunchtime meals to seniors and people with diverse abilities in their homes, Monday through Friday. The MOW program has expanded our frozen meal offerings to serve more homebound neighbors in our community. This position will coordinate a combination of both frozen and hot routes and will be the primary staff member responsible for maintaining our frozen meal routes. The role will work closely with the other MOW Coordinators to transfer clients onto hot meal service as space allows, screen interested MOW clients for eligibility, conduct risk assessment interviews during in-home visits, facilitate eligible clients' entry into the program and maintain communication throughout the duration of the client's involvement. This position requires filling in for meal delivery and in the kitchen on a frequent and ongoing basis. The ideal candidate will be skilled at relationship building, comfortable with a fast-paced work environment, able to navigate constantly shifting priorities and directives, possess innovation and problem-solving skills, as well as a willingness and flexibility to pitch in and help wherever needed.

### **PRIMARY TASKS & RESPONSIBILITIES:**

#### **CLIENT EXPERIENCE**

- Conducts initial eligibility assessment interviews with interested clients to determine Meals on Wheels needs, including conducting home visits and annual assessments
- Maintains caseload of assigned clients, which can vary between 100-200 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 Food Programs Manager within assigned deadlines
- 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

### **VOLUNTEER COORDINATION**

- Provides direction and support to approximately 100 community members who volunteer on a weekly or monthly basis in collaboration with other program staff
  - May lead orientation sessions and route delivery ride along trainings
- 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

### **PROGRAM LOGISTICS**

- Regularly uses both personal and company vehicles to fill in on delivery routes
- Coordinates the day to day logistics of the frozen meal program including but not limited to:
  - Places orders, maintains inventory, tracks customer preferences, prepares frozen meal orders for delivery, actively works to improve efficiency and client satisfaction with the frozen meal program
- Daily set up and take down of delivery equipment
- Assists kitchen staff with meal portioning, preparation, packing, and clean up as necessary
- Tracks pet related needs of clients and distributes pet food through Kibble on Wheels program monthly. May conduct regular inventories and packing of pet food
- Coordinates kitchen activities when MOW kitchen supervisor is absent

### **OTHER TASKS & RESPONSIBILITIES**

- Adheres to all applicable federal, state, and Oregon Food Bank regulations regarding food safety, storage, and handling. Follows FOOD for Lane County (FFLC) policies and procedures
- Represents FOOD for Lane County with knowledge and respect
- Attends the following regularly scheduled meetings and other meetings, as necessary:
  - Monthly All Staff meetings
  - Monthly MOW Staff meeting
  - Individual Check In meetings
- Answers phones, provides information about FFLC food assistance programs, and other community resources. Relays messages, and updates client's delivery records in the Meals on Wheels database
- Collaborates with the Senior Grocery program to deliver groceries to shared clients
- Performs other tasks as requested by supervisor including but not limited to administrative work, errands, cleaning, and backup support for other senior program staff

### **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
- Knowledge of and ability to research additional community resources for client referrals
- 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, Outlook calendar and email system, 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 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, industrial freezer, client's home), outdoor, and vehicle settings
- This work is performed year-round and requires the ability to withstand extreme temperatures, hot and cold

#### **PHYSICAL DEMANDS:**

- Ability to safely lift 50 pounds repetitively and stand for long periods while working in the kitchen
- Physical ability to manage stairs, walk to seniors' residences, and enter and exit your vehicle up to 25 times in a two-hour period
- 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.*