

City of Oregon City

Position Description

Position: Meals-on-Wheels Coordinator	AFSCME Union
Department/Site: Pioneer Community Center	FLSA: Non-Exempt
Evaluated by: Pioneer Center Manager	Salary Grade: 27

Summary

Coordinates and oversees all aspects of the home delivered meal program. Performs lead duties to oversee kitchen functions in meal services. Manages, trains, and assigns functions to volunteers.

Distinguishing Career Features

The Meals on Wheels Coordinator represents the top level in the food service career path. Advancement to this position is based on vacancy or need, compliance with the stated qualifications and demonstrated ability to coordinate the Meals on Wheels program, including the social services component as well as the food service delivery. Performs lead work as determined by Manager.

Essential Duties and Responsibilities

- Plans and coordinates the activities of the Meals On Wheels / community programs or projects; allocates resources and develops schedules to accomplish program goals and objectives. Both ongoing case management of the Meals On Wheels (MOW) clients and Information and referral for additional services as needed. Participates in menu planning, and review of food production issues.
- Monitors and evaluates program effectiveness in meeting established objectives; develops and implements procedural improvements, recommends policy changes to higher level management.
- Recruits and/or makes hiring recommendations to the Manager for program staff and volunteers; leads the work of program support staff and volunteers in the nutrition program, provides direction to support staff on complex social or nutritional issues; makes or reviews decisions on difficult MOW case problems. Makes referrals to other agencies for services assessed and needed.
- Is responsible for training, managing, and overseeing volunteers in the nutrition program. Must be able to re-direct and ensure volunteer compliance with health codes, and quality assurance standards as well as following all program requirements for meal delivery. May be required to terminate volunteers as needed.
- Coordinates development and maintenance of client and or program record keeping systems; manages or reviews client/program case files; prepares required statistical or written reports for various agencies. Follows all federal, state, and local recordkeeping requirements.

- Coordinates the activities of the program/project with other human service or community programs within assigned department and other community and government agencies; serves as liaison to private industry and resource support.
- Coordinates, prepares and submits grant applications; ensures compliance grant reporting requirements for nutrition program. Ensures grant funds are received and allocated properly.
- Oversees coordination of and conducts public relations and outreach activities; recruits volunteers and donations, develops resources within community and private organizations; provides program information to the public, community groups and agencies, prepares or reviews flyers, brochures, newsletter articles, correspondence and materials for social media.
- Provides direct program services, particularly in complex urgent or sensitive cases.
- Plans and executes additional events or holiday programs specific to the nutrition program

Qualifications

- **Knowledge and Skills**

The position requires a working knowledge of principles, methods and techniques in the field of food service and specifically of a home bound and congregate meal program; Principles and practices in public relations, volunteer management and training. Must have the skill to understand various aspects of food service delivery and policy implementation of proper food service packaging and management. Must have the knowledge to work with individuals of limited economic and social resources, community resources, case management methods and practice; program evaluation and resource management. Must comply with State, Federal, County and City guidelines.

- **Abilities**

Must be able to perform all of the essential functions of the position. Requires ability to plan and coordinate a Meals on Wheels program; effectively utilize available staff and volunteers, program resources, communicate effectively in both written and oral form; lead the work of assigned staff and volunteers; incorporate team participation in decision making; relate to a wide range of clients and client needs; interpret policies and assist in developing corresponding procedures; gather and evaluate data; establish and maintain effective working relationships with program clients, community, private and government agencies, County employees and the public; prepare and present written and oral presentations to the public; provide direct program services; operate computer software and other office and kitchen equipment.

- **Physical Abilities**

Requires general arm, hand, leg, and body coordination to use standard large kitchen equipment. Working environment requires physical ability to stand for extended periods of time, stoop and infrequently lift objects up to 50 pounds. Requires the ability to handle hot material and work in an environment dominated by wide temperature

extremes. Requires sufficient hand coordination to use kitchen utensils and equipment and move and position hot materials. Requires sufficient visual acuity to observe work and to drive a vehicle. Requires sufficient auditory ability to hear equipment and carry on conversations.

- **Education and Experience**

The position requires an associate's degree in social services and 2 years of experience, or any combination of experience and training that demonstrates possession of the required knowledge and skills.

- **Licenses and Certificates**

Must possess a valid driver's license. Must pass a criminal history check with may include a national or state fingerprint records check. Must be able to obtain food handlers card, first aid and CPR within 60 days of employment.

- **Working Conditions**

Work is performed indoors where health and safety considerations exist from physical labor and handling of sharp objects, equipment, and materials in conditions that vary in temperature and stability.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.