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| Job Title: | **Grand Traverse/Leelanau Meals on Wheels Driver Coordinator** |
| Department: | **Senior Nutrition**  |
| Reports to: | **Senior Nutrition Manager** |
| Grade: | **S** |
| Supervises: | **Staff and Volunteer Meal Transporters**  |
| FLSA Status: | **Exempt**  |
| Prepared by: | **Lisa Robitshek** |
| Date: | **February 11, 2021** |
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| Purpose: To manage team of volunteers and staff Meal Transporters in Grand Traverse and Leelanau counties to make sure meals are delivered, caring visits and safety checks are provided to Meals on Wheels and Congregate clients in a safe and timely manner with positive client interaction. |
| Essential Functions:*Staff and Volunteer Management* * Recruit, hire, schedule, train, supervise, and recognize team of Meals on Wheels volunteers and staff Meal Transporters in Grand Traverse and Leelanau counties.
* Organize and attend required Meals on Wheels Annual trainings for all staff and volunteers. Maintain training log.
* Keep open communication between staff, volunteers, clients and NMCAA.

*Client Coordination* * Coordinate route configurations, with primary responsibility in Grand Traverse and Leelanau counties and in advisory capacity in Wexford and Missaukee counties.
* Complete intakes for home delivered meal clients, including all necessary follow-up, maintaining positive relationships with referral sources.
* Generate meals, prepare daily route sheets and weekly frozen tags & labels and reports for Traverse City kitchen.
* Serve as back-up when drivers are unavailable, deliver home delivered meals, caring visits, and safety checks and/or congregate meals, with positive client interaction, treating clients with respect, listening to them, and being empathetic to their needs.
* Assist Cadillac kitchen in generating meals and printing route sheets in coordinator’s absence.

*Information Management* * Maintain in-kind records – mileage and hours. Send out end of year letter to volunteers.
* Perform CAREeVantage updates as needed, including updates, annual rollover, NAPIS updates of clients, and working with representative from Area Agency on Aging.
* Primary liaison to client assessors in Grand Traverse and Leelanau counties, including completing assessment lists as needed.
* Assist in preparation and distribution of monthly statements for Grand Traverse and Leelanau county clients, including completion of private pay billing and deposits.

*Communication and Fundraising and Additional Responsibilities* * Complete monthly newsletter.
* Assist and update computer problems through NMCAA IT department.
* Attend required trainings.
* Assist with fundraising.
* Perform other duties as required and assigned by manager.
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| Position Objectives:* To coordinate meal deliveries in a safe and timely manner, ensuring clients receive caring visits and safety checks.
* Ensure compliance with all requirements and standards.
* Assist with communication and fundraising activities.
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| **Measured by:*** Annual evaluation and client, staff, volunteer, and co-worker feedback.
* Compliance with requirements and standards.
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| **Minimum Education:*** BA/BS in relevant field or equivalent experience.
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| **Minimum Experience:*** Working with the public, in particular the senior population preferred.
* Experience managing staff or volunteers preferred.
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| **Essential Abilities:*** A commitment to the NMCAA philosophy and mission.
* Ability to maintain confidentiality.
* Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner.
* Ability to suggest innovative approaches in completing job responsibilities.
* Ability to work openly and cooperatively as a team member.
* Ability to handle details.
* Ability to work with deadlines.
* Willingness and ability to commit the time required.
* Ability to perform physical tasks to carry out specific job duties.
* Valid driver’s license, car insurance, and dependable transportation.
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| **Minimum Skills Required:*** Collaboration skills
* Client focus and concern for the well-being of recipients
* Flexibility and resourcefulness
* Composure in emergency situations
* Positive verbal and non-verbal communication and interpersonal skills with clients, families, staff, and volunteers
* Strong organizational and management skills
* Leadership skills to develop and mentor volunteers.
* Must be computer literate
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| **Minimum Physical Expectations:*** Physical activity that often requires standing, bending, stooping, reaching, and/or twisting to pack meals in vehicle and deliver them to clients.
* Physical activity that sometimes requires travel by car.
* Physical activity that always requires lifting under 25 lbs.
* Physical activity that sometimes requires lifting over 25 lbs. but not more than 50 lbs.
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| **Minimum Environmental Expectations:**The Driver Coordinator operates in an office setting. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. The employee is also in a vehicle which always exposes them to traffic dangers. |