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| **Job Title:** | **Manager, Senior Nutrition**  |
| **Department:** | **Senior Nutrition**  |
| **Reports to:** | **Director of Operations**  |
| **Grade:** | **L** |
| **Supervises:** | **Driver Coordinator in Traverse City, Meals on Wheels Coordinators in Manistee and Wexford/Missaukee counties, Program Coordinator, Traverse Senior Center Site Coordinators** |
| **FLSA Status:** | **Exempt** |
| **Prepared by:** | **Lisa Robitshek** |
| **Date:** | **February 11, 2021** |
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| **Purpose:**This position is responsible for the coordination, management, and supervision of all activities of the Senior Nutrition department.  |
| **Essential Functions:*****Staff and Volunteer Management:*** * Coordinate, develop and maintain Senior Nutrition and related services in the NMCAA/programmatic service region.
* Hire, train, supervise, and evaluate programmatic/support staff, working closely with them in developing and keeping departments Work Plan(s) and programmatic activities, goals and objectives in harmony with overall Agency mission, expectations and philosophy.
* Plan, develop, implement and maintain a comprehensive volunteer program that recruits, trains, evaluates, and recognizes the volunteers sufficient in numbers to support all necessary program areas.
* Work with staff to promote and continue overall agency cohesiveness and philosophy, and coordination of programming and flow of information.
* Ensure proper operation of three kitchens in Traverse City, Manistee, and Cadillac, including adherence to all safety and sanitation standards and distribution of monthly menus and adherence to necessary nutrition guidelines and analysis. Ensure that kitchen equipment and delivery vehicles are in working order.
* Ensure that home-delivered and congregate meals are delivered on time, in an efficient manner along with caring visits, and safety checks with positive client interaction, treating clients with respect, listening to them, and being empathetic to their needs.

***Client Coordination:**** Develop/identify/activate/maintain as many congregate meal sites and Home Delivered Meals’ recipients as economically feasible and with consideration to the location and other needs and conditions of the elderly. Periodically visit, observe, and monitor meal sites and delivery runs.
* Work with other agency staff as appropriate to develop and implement methods to assess community needs, client needs, and methods for clients to provide input regarding program services and impact.
* Plan, develop, and implement and maintain additional resources, programs/services designed to improve the lives of elderly people.
* When needed, provide coverage to ensure that daily operations are completed, including intakes and other calls regarding changes for home delivered meal clients, follow-up, addressing potential client situations, emergencies, and referrals for other services, generating meals, preparing daily kitchen requirements and route sheets, etc.
* When needed, serve as back-up when drivers are unavailable.
* Ensure that clients receive assessments in a timely manner to ensure client eligibility and to connect with vital community resources to further improve clients' health and well-being.

***Financial, Information Management, Compliance, and Evaluation:**** Responsible for supervising the procurement of all donations and meal payments, monitoring and controlling budget expenditures in accordance with regulations, policies and procedures, and maintaining financial reports as needed by the NMCAA Business Office, and properly coordinating above with the Agency Controller.
	+ Develop budgets and manage income and expenditures which include Congregate Meals, Meals on Wheels, operations of 3 kitchens (Cadillac, Manistee, and Traverse City), additional grants written and fundraising activities to benefit NMCAA Senior Nutrition programs.
	+ Monitor, prepare, or approve Senior Nutrition programs’ check requests or purchase orders.
	+ Carefully review monthly reports from the Business Office.
	+ At least semi-annually review payroll percentages of Senior Nutrition employees and payroll costs (unemployment etc.) with the business office.
	+ Make adjustments as necessary to ensure continued operations of the programs.
* Develop, implement, manage, and monitor grants/contracts as necessary to ensure compliance with all grant/contractual guidelines and requirements and submit reports on same to all requiring agencies or entities, including as appropriate, Program Advisors, Area Agency on Aging and Department Director.
* In addition to compliance with financial policies and grants, ensure compliance with all operational regulations and standards on an ongoing basis, including Serv Safe, temperature standards and health department guidelines, fire drills and fire inspections, etc.
* Negotiate necessary meals/food contracts/arrangements with suppliers and monitor same for compliance, optimal cost efficiencies and other economic considerations.
* Assist in ongoing planning and assessment, in program recommendations, in development and implementation of programming, goals and budgets, and in program evaluation using established Results Orientated Management and Accountability (ROMA) and Strategic Planning methods.
* Ensure the effective and efficient use of Agency facilities, equipment, materials, and office support services.

***Communication, Fundraising, and Additional Responsibilities:**** Plan, develop, implement, and maintain a comprehensive programmatic fundraising plan to maintain appropriate level of service and department operations.
* Carry out public information and coordination activities designed to promote support, understanding and utilization of department programming by NMCAA components and community agencies.
* Prepare and present concise written materials as required; perform public speaking, as necessary.
* Perform other duties as may be required and/or assigned by the department director.
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| **Position Objectives:*** To manage overall Senior Nutrition program in NMCAA programmatic service region.
* Ensure compliance with all regulations, requirements, quality, and client satisfaction standards.
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| **Measured by:*** Annual evaluation
* Client, staff, and volunteer feedback
* Compliance with requirements and standards
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| **Minimum Education:*** Bachelor's degree in human services field, administration, or equivalent.
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| **Minimum Experience:*** Five years’ practical field experience.
* Proven positive grants management, fiscal operations, and fundraising experience.
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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, management, and fiscal management skills
* Leadership skills to develop and mentor staff and 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 Senior Nutrition Manager operates in an office setting. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines. The employee may operate in a kitchen environment, housed with equipment such as an oven, stove, dishwasher, slicer, coffee machine, steamer, mixer, and chef's knives. The employee is also in a vehicle which always exposes them to traffic dangers.  |