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| Job Title: | **Manistee Meals on Wheels Coordinator**  |
| Department: | **Senior Nutrition**  |
| Reports to: | **Senior Nutrition Manager** |
| Grade: | **S** |
| Supervises: | **Staff and Volunteer Meal Transporters, Kitchen Personnel, and Congregate Site Coordinators**  |
| FLSA Status: | **Exempt**  |
| Prepared by: | **Lisa Robitshek** |
| Date: | **February 11, 2021** |
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| **Purpose:** To manage overall Senior Nutrition program in Manistee county, including team of volunteers and staff kitchen personnel, Meal Transporters, and Site Coordinators to make sure nutritious meals are prepared and 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, and that necessary financial and administrative tasks are completed. |
| Essential Functions:***Staff and Volunteer Management*** * Recruit, hire, schedule, train, supervise, and recognize team of Meals on Wheels volunteers and staff kitchen personnel, Meal Transporters, and Site Coordinators in Manistee county.
* Keep open communication between staff, volunteers, clients, NMCAA, and Manistee County Council on Aging.
* Oversee kitchen operation, including management of kitchen personnel (Head Cook trains and supervises staff on a day-to-day basis), including adherence to all safety and sanitation standards. Serve as back-up when needed.
* Ensure preparation and distribution of monthly menus and adherence to necessary nutrition guidelines and analysis. Ensure that kitchen equipment is maintained.
* Oversee Congregate sites in Manistee county, including recruiting and training Congregate site coordinators.
* Explore opportunities to increase Luncheon Center participation as possible.
* Conduct site visits and ensure compliance with necessary standards and regulations, including project income, temperatures, Health Department, Fire Drills, Fire Inspections, etc., providing training and technical assistance to volunteers.

***Client Coordination:*** * Complete intakes and other calls regarding changes for home delivered meal clients.
* Complete all necessary follow up, addressing potential client situations and emergencies and referrals for other services.
* Generate meals, prepare daily route sheets and weekly frozen tags & labels, and reports for Manistee 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.
* Ensure that clients receive assessments in a timely manner.

***Financial and Information Management:**** Make deposits daily as needed.
* Process Congregate and Home-delivered client SNAP payments.
* Prepare, distribute, and track monthly client statements.
* Organize and send in all bills as needed in a timely manner.
* Maintain Congregate attendance records and enter into system as needed.
* Ensure completion of monthly inventory.
* Maintain in-kind records – mileage and hours. Send out end of year letter to volunteers.

***Communication, Fundraising and Additional Responsibilities:*** * Educate and promote program within Manistee community and collaborate with individuals and other community organizations.
* Promote positive communication and relationships with Manistee County Council on Aging staff and Board of Directors.
* Assist with fundraising activities in Manistee county.
* Attend required trainings.
* Assist and update computer problems through NMCAA IT department.
* Perform other duties as required and assigned by manager.
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| Position Objectives:* To manage overall Senior Nutrition program in Manistee county.
* Ensure compliance with all requirements and standards, including adherence to temperature standards and reporting requirements.
* Assist with fundraising activities.
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| **Measured by:*** Annual evaluation
* Client, staff, volunteer, and co-worker feedback
* Compliance with requirements and standards
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| **Minimum Education:*** A minimum of a high school education.
* College degree in related field preferred.
* Coordinator will be expected to become Serve-Safe certified at agency’s expense.
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| **Minimum Experience:*** Working with the public, in related field, experience with nutrition, senior or vulnerable population preferred.
* Supervisory management experience 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 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 sometimes requires lifting over 25 lbs. but not more than 48 lbs.
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| **Minimum Environmental Expectations:**The Manistee Meals on Wheels 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 operates 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. |