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| **Job Title:** | **Meal Transporter / Office Assistant - Temporary (6 – 12 months)** |
| Department: | **Senior Nutrition** |
| Reports to: | **Senior Nutrition Manager** |
| Grade: | **SNP 10** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt** |
| Prepared by: | **Lisa Robitshek** |
| Date: | **February 11, 2021** |
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| **Purpose:**  To provide Meal Transportation and Office Assistance for Senior Nutrition department. *Schedule is Fridays, 7:30am – 4:30pm, on a temporary basis (6-12 months).* | |
| **Essential Functions:**  ***Meal Transport:***   * Serve as back-up driver when drivers are unavailable. * Deliver home-delivered meals, provide 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.   ***Client Service Office Assistance:***   * Respond to phone calls for home-delivered meal clients regarding referrals/intakes, changes, client/driver situations and emergencies. Complete all necessary follow-up, including completion of information in client database and referrals for other services. * Generate meals and prepare daily route sheets. Backup for weekly frozen tags, labels and reports for Traverse City kitchen. * Promote positive communication and relationships with other community organizations as needed.   **Perform other duties as required and assigned by manager to be of assistance to department.** | |
| **Position Objectives:**  *Provide Meal Transportation and Office Assistance for Senior Nutrition Department:*   * Help ensure that nutritious meals, caring visits, and safety checks are provided to home-delivered and congregate clients in a safe and timely manner with positive client interaction. * Help ensure clients are served in a timely manner. * Help ensure compliance with requirements and standards. | |
| **Measured by:**   * Annual evaluation and * Client, staff, volunteer, and co-worker feedback * Compliance with requirements and standards | |
| **Minimum Education:**   * High school education or equivalent. | |
| **Minimum Experience:**   * Working with the public, in related field, or with the senior population preferred. | |
| **Essential Abilities:**   * A commitment to the Meals on Wheels and NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with clients, families, co-workers, volunteers, and referral sources/community organizations in a non-judgmental, tactful and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities in a positive, constructive approach. * Ability to work openly and cooperatively as a team member. * 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. Background check required. | |
| **Minimum Skills Required:**   * Strong computer skills, i.e. ability to work with client database. * Strong organizational and problem-solving skills. Flexible and resourceful. Attention to detail. * Positive interpersonal and written and verbal communication skills with clients, families, staff, and volunteers. Effective conflict management skills. * Demonstrates empathetic client focus and concern for the well-being of recipients, while maintaining constructive boundaries. Would enjoy helping seniors and their families. | |
| **Minimum Physical Expectations:**   * Physical activity that requires keyboarding, sitting, phone work, filing, and extensive time working on the computer. * 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 50 lbs. | |
| **Minimum Environmental Expectations:**  The Meal Transporter/Office Assistant 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 exposes them to traffic dangers. | |