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| Job Title: | **Program Specialist** |
| Department: | **Senior Nutrition**  |
| Reports to: | **Senior Nutrition Manager** |
| Grade: | **PS 10** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt**  |
| Prepared by: | **Lisa Robitshek** |
| Date: | **January 15, 2021** |
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| **Purpose:** To provide program support for Senior Nutrition department. |
| Essential Functions:***Financial, Data, and Administrative Support for Program:**** Maintain attendance records and prepare Congregate Attendance Report.
* Process department payables for payment.
* Prepare deposits of Congregate, Home delivered, payments and donations, including client SNAP payments.
* Collaborate with Cadillac and Manistee MOW Coordinators to obtain information and materials as needed.
* Prepare billings for alternative funding sources.
* Assist in preparation and distribution of monthly statements for Grand Traverse and Leelanau county clients, including completion of private pay billing and deposits.
* Maintain client feedback as needed.
* Prepare forms and templates as needed.
* Create greeting cards for occasions for volunteers, staff, and clients as needed.
* Purchase food or supplies if needed.

**CLIENT SERVICES*****Home-Delivered Clients:*** * Respond to phone calls for home-delivered meal clients regarding intakes, changes, client/driver situations and emergencies. Complete all necessary follow-up, including referrals for other services.
* When needed, generate meals, prepare daily route sheets and weekly frozen tags, labels and reports for Traverse City kitchen.
* Promote positive communication and relationships with other community organizations as needed.
* If possible, 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.

***Congregate Clients:*** * Primary contact for Congregate sites in Grand Traverse and Leelanau counties (except Senior Center Network sites). Keep positive, open communication between staff, volunteers, clients, and NMCAA.
* Provide necessary paperwork and supplies. Provide necessary training, technical assistance, and trouble-shooting to site coordinators.
* Conduct site visits and ensure compliance with necessary standards and regulations, including project income, temperatures, Health Department, Fire Drills, Fire Inspections, etc.

***Fundraising Support:**** Provide administrative assistance with fundraising, communications, and grants, when possible, to increase support for department.
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| **Position Objectives:***Provide Program Support 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 compliance with requirements and standards.
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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:*** High school education or equivalent.
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| **Minimum Experience:*** Working with the public, in related field, or with the senior population preferred.
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| **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.
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| **Minimum Skills Required:*** Strong computer skills.
	+ ***Required****:* Excel and Word
	+ ***Preferred****:* graphics, database, Salesforce, social media, and mail-merge.
* 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.
* Strong organizational and problem-solving skills.
* Flexible and resourceful.
* Attention to detail.
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| **Minimum Physical Expectations:*****Required:*** * Physical activity that requires keyboarding, sitting, phone work, filing, and extensive time working on the computer.

***Preferred:*** * 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.
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| **Minimum Environmental Expectations:**The Program Specialist operates in an office setting. This position routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.  |