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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. | |
| **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. | |
| **Measured by:**   * Annual evaluation * 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.   + ***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. | |
| **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. | |
| **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. | |