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| Job Title: | **Program Coordinator**  |
| Department: | **Senior Nutrition**  |
| Reports to: | **Senior Nutrition Manager** |
| Grade: | **MS I-VII** |
| Supervises: | **Staff Senior Center Site Coordinator and Volunteer Congregate Site Coordinators**  |
| FLSA Status: | **Exempt**  |
| Prepared by: | **Lisa Robitshek** |
| Date: | **February 11, 2021** |
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| **Purpose:** To provide program support for Senior Nutrition department and oversee Congregate sites in Grand Traverse and Leelanau counties so that nutritious meals, caring visits and safety checks are provided to Meals on Wheels and Congregate clients in a safe and timely manner with positive client interaction. |
| **Essential Functions:*****Financial and Information Management:**** Maintain attendance records and prepare Congregate Attendance Report.
* Process department payables for payment.
* Prepare Waiver billings for AAANM and Northern Healthcare Management.
* Prepare deposits of Congregate, Home delivered, payments and donations as needed.
* Process Congregate and Home-delivered client SNAP payments.
* Assist in preparation and distribution of monthly statements for Grand Traverse and Leelanau county clients.
* Compile monthly inventory reports for all kitchens.

***Staff and Volunteer Management:**** Oversee Congregate sites in Grand Traverse and Leelanau counties, including recruiting, training, and managing Congregate site coordinators, including Staff Senior Center site coordinator and volunteer 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.
* Keep open communication between staff, volunteers, clients, and NMCAA.

***Client Coordination:*** * Keeping in mind nutritional guidelines, design and type menus provided by kitchen staff and distribute to home delivered meal clients and congregate sites.
* 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.
* When needed, generate meals, prepare daily route sheets and weekly frozen tags & labels and reports for Traverse City 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.
* Assess Meals on Wheels clients and do follow-up referrals and procedures as needed. Coordinate assessment information with assessors as needed.

***Communication, Fundraising and Additional Responsibilities:*** * Promote positive communication and relationships and collaborate with other community organizations as needed.
* Create greeting cards for occasions for volunteers, staff, and clients.
* Assist with fundraising and grant writing activities.
* Attend required trainings.
* Perform other duties as required and assigned by manager.
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| Position Objectives:* To provide program support for Senior Nutrition Department.
* 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 or equivalent.
* College degree in related field preferred.
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| **Minimum Experience:*** Working with the public, in related field or with the senior 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 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 Program 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 is also in a vehicle which always exposes them to traffic dangers. |