



HOME DELIVERED MEAL COORDINATOR JOB DESCRIPTION

Reports To: Senior Programs Manager
FLSA Status: Non-Exempt
Prepared Date: June 4, 2012

SUMMARY:

Coordinates all aspects of home delivered meal programs in order to offer resources and services that nourish, challenge, and assist and entertain persons age 60+. AZCEND's Senior Programs staff act in accordance with the Senior Programs guiding principles: advocate for the wellbeing, respect individuality, engage in meaningful activities, and foster independence of/for the people we serve.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Carries out responsibilities in accordance with company policies and procedures and funding and regulatory requirements and in the best interests of the client population.
- Exercises confidentiality, sensitivity, and professionalism and upholds company values and goals.
- Demonstrates continuous effort to improve operations, streamlines works processes, and works cooperatively to provide quality, seamless customer service.
- Responsible for all aspects of the home delivered meal program including, participant contact, meal delivery, route coordination, data management and customer service.
- Provides orientation and home visit for all clients.
- Maintains regular contact with HDM clients, their families and third party case managers as appropriate.
- Follows up on reports regarding client health and safety concerns.
- Performs all Home Delivered Meal program administrative tasks, maintains client and meal records in PHAROS database, monthly health education notices for participants, coordinating and updating all meal routes, prepares route sheets and keep route books updated.
- Oversees meal delivery processes, including: scheduling all meal drivers, assuring proper meals counts, adherence to special diet requirements, and when necessary delivering meals and assisting in meal packaging.
- Provides ongoing education and training for all drivers.
- Responsible for time sheets, mileage records and insurance verification for all drivers.
- Ensures regular maintenance of all vehicles, maintaining mileage, repair and gas logs for each vehicle and tracking annual vehicle registrations.
- Keeps immediate supervisor promptly and fully informed of all problems or unusual matters of significance and takes prompt corrective action where necessary or suggests alternative courses of action which may be taken.
- Conducts customer satisfaction and participant interest surveys.

- Performs all duties and responsibilities in a timely and effective manner in accordance with established company policies to achieve the overall objectives of the position.
- Monitors outcomes and benchmarks of programs as assigned.
- Provides information regarding social services programs and makes referrals to other community services and agencies when needed or requested by clients.
- Promotes family, staff and community involvement with all aspects of Senior Center programming.
- Participates in program marketing, outreach, program development and fundraising.
- Participates in ensuring programmatic contract compliance with all funding sources.
- Participates in cost controls measures as directed.
- Provides cash security and controls: responsible for bank deposits for all home delivered meal related activity.
- Answers telephones, and performs clerical duties.
- Provides information requested by AZCEND's management for preparation of reports.

SUPERVISORY RESPONSIBILITIES: Directly supervises staff and volunteers involved in the home delivered meal programs. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include participating in recruiting and training of volunteers; addressing complaints and resolving problems.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION/EXPERIENCE: A combination of training, education and experience which demonstrates ability to perform the duties of the position; a strong knowledge of the needs of seniors; and an awareness of services for seniors provided by other agencies. A current Food Handler's card is required, as well as certification in CPR and First Aid.

LANGUAGE SKILLS: Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and group situations to clients, general public, volunteers and employees of the organization. A strong knowledge of the needs of seniors; and an awareness of services for seniors provided by other agencies. Ability to relate to elderly of all economic, social and ethnic groups.

MATHEMATICAL SKILLS: Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent.

CERTIFICATIONS: A current Food Handler's card is required, as well as certification in CPR and First Aid. Must have clearance from the Arizona Central Registry for Sexual Offenders and qualify for a Level One Fingerprint Clearance Card, current driver's license and ability to qualify drive AZCEND vehicles through company insurance provider.



PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand, walk, sit and talk or hear. The employee is occasionally required to use hands to finger, handle or feel; reach with hands and arms, and taste or smell. The employee must occasionally lift/move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate and occasionally loud.

To apply, please email resume to Kelly@azcend.org

Committed to Equal Opportunity and Reasonable Accommodation

