

**Café Service Coordinator
The Comstock
Job Description**

REPORTS TO

Nutrition Services Manager

POSITION SUMMARY

Under the supervision of the Nutrition Services this part-time position is responsible for coordinating the congregate meal program at an assigned congregate dining center that is part of the Congregate Meal Program. Duties are performed on a 4.0 hours per day, Monday through Friday schedule, between 8:30 a.m. to 12:30 p.m., Monday through Friday. Additional hours may be assigned as needed for support of outreach activities, training and other specific activities.

JOB RESPONSIBILITIES

- Organize and coordinate the daily service of meals at the designated time, Monday through Friday, or on day(s) contracted to serve for the congregate program.
- Serve as a host/hostess to promote a welcoming environment for a diverse clientele as café participants arrive, eat their meal, and as they leave.
- Monitor and record food temperatures to assure food safety requirements are met, in compliance with California Retail Food Code standards.
- Complete a required Intake Form on every new eligible congregate participant, and report this confidential data to the program office; assure form is accurate and complete.
- Coordinate and supervise the meal reservation system to ensure the efficient serving of meals to café participants.
- Supervise volunteers who handle food and are involved with congregate meal service.
- As a mandated reporter for Elder Abuse, report any suspicious circumstances or suspected abuse to Adult Protective Services.
- Supervise for the accurate daily and weekly accounting of program contributions.
- Prepare accurate reports and maintain an accurate, organized filing system. Meet all required reporting deadlines.
- Support outreach efforts to promote program services around the assigned facility and in the community through the coordination, assistance, and identification of such activities.
- Provide appropriate customer service to participants and other internal and external customers, including facility administrators. Represent MoW in a positive manner.
- Develop and offer additional activities to increase socialization aspects of the congregate program.
- Attend and participate in scheduled in-services, monthly team meetings and other meetings as requested.
- Assist with the training of new volunteers and assist with intern and volunteer activities at the site.

- Demonstrate professionalism and work effectively and cordially with others at all times.
- May require proper use and knowledge of body mechanics and safety mechanics. Work may involve bending from the waist, stopping, twisting, and lifting of objects not to exceed 35 pounds (except with the use of appropriate equipment). Compliance with all OSHA (Occupational Safety and Health Act) regulations is required.
- Demonstrate compliance with MoW policies, procedures and standards.
- Perform other tasks and duties as assigned.

POSITION REQUIREMENTS

- High School Diploma or GED required. Prior experience working with older adults preferred. Knowledge of the needs and issues related to the elderly preferred.
- Serve Safe Certification preferred. Successful completion of Serve Safe or other acceptable food handling certification within 12-months of employment expected.
- Must be able to lift and carry items weighing up to 35 lbs, average weights range from 10 to 25 lbs. Must be able to lift items up to 15 lbs above one's head. Require frequent stooping and turning to lift items.
- Stand continuously during a normal work day.
- Possess strong inter-personal communication, skills and ability to work with program management, staff and volunteers. Ability to work well in a team environment.
- Ability to develop professional, cooperative working relationships with participants, participants' family, other employees and volunteers required.
- Ability to apply customer service skills including the identification of customer needs and follow up to ensure those needs have been met.
- Must be positive and have a caring attitude.
- Ability to prioritize work tasks and to be flexible when a shift in priorities is necessary.
- Ability to work with diverse language and ethnic populations
- Must have a valid "class C" California Drivers License and a clear driving record. Must maintain driving record in good standing.

To Apply:

Please send letter of interest and resume to Meals on Wheels by ACC, 7375 Park City Drive, Sacramento, CA 95831, Attention: Amanda Diaz, or email to **Twaterford@accsv.org**. Please visit www.mowsac.org for further information regarding Meals on Wheels by ACC. Equal Opportunity Employer. All applications accepted until position is filled.