



## **On-Call Café/HDM Services Coordinator**

### **Job Posting**

**10/09/14**

#### **REPORTS TO**

Nutrition Services Manager

#### **POSITION SUMMARY**

Under the supervision of the Nutrition Services Manager this on-call and 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.

#### **JOB RESPONSIBILITIES**

- Organize and coordinate the daily service of meals at the designated time, Monday through Friday, or scheduled service days for the congregate and home delivered meal (HDM) programs (if applicable).
- 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.
- If applicable, supervise and support the HDM volunteer drivers onsite as related to implementation of meal delivery requirements and procedures.
- If applicable, distribute HDM meals to volunteer drivers. Communicate with HDM staff on volunteer concerns regarding delivery issues.
- Report any problems or concerns with homebound seniors to the Social Service Supervisor.
- 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.
- 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.
- Supports and conducts public awareness and promotion activities to encourage program participation.
- Demonstrate professionalism and work effectively and cordially with others at all times.
- Demonstrate compliance with MoW policies, procedures and standards.
- Perform other tasks and duties as assigned.

### **PHYSICAL DEMANDS**

- 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). 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. Compliance with all OSHA (Occupational Safety and Health Act) regulations is required.

### **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. Mandatory certification within 12-months of employment.
- 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 required.
- Stand continuously during a normal work day.
- Valid "class C" California Drivers License and a clear driving record preferred. Must maintain driving record in good standing.

To apply, send letter of interest and resume to Meals on Wheels by ACC, 7311 Greenhaven Drive, Ste 190, Sacramento, CA 95831, Attention: Amanda Diaz, or email to [Employment@mowsac.org](mailto:Employment@mowsac.org). Please visit [www.mowsac.org](http://www.mowsac.org) for further information regarding Meals on Wheels by ACC. Equal Opportunity Employer. All applications accepted until position is filled.