

Meals on Wheels of Mercer County
Director, Program Services
Position Description

- **Responsible for the initial assessment, reassessment and case management of all MOWMC program participants.** This includes in-home assessments of the homebound, screening for eligibility and explaining all aspects of the program to them and family/caregivers when appropriate, and including but not limited to, nutrition screening, nutrition education, screening for income and subsidy eligibility, and explanation of program parameters. Performs regular 6 month nutritional reassessments, and on-going nutritional reassessments when participants go on and off the program for any reason other than vacation. Works with referring physicians, discharge nurses, home health agencies, visiting nurses, etc. to get the homebound into the program. Makes referrals to other meals programs and social service agencies when appropriate. Keeps files and case notes on each participant updated. Contacts clients who were terminated as a follow-up procedure to determine their well-being and need for meals, within one to two months of their leaving the program. Troubleshoots all issues regarding food with the participants. Checks route books daily for volunteer messages and client contributions. Calls emergency contacts of clients who do not answer door for meals. Conducts a yearly survey of the clients relative to their satisfaction with the program. Prepares and maintains a current file of referral services. Sets up clients on routes, creates route sheets, and writes route directions, and maintains route books for volunteer use. Delivers meals when needed.
- **Responsible for all program participant statistics and program reporting to the various funding sources, and our food vendor.** Tabulates and records monthly statistics both for internal use, as well as for required program reports to various entities. Prepares and submits monthly reports related to all participants. Keeps all participant and program information current. Prepares the weekly dietary including new/terminated/UFN clients for submission to the MOWMC food vendor. Submits daily cancellations to food vendor daily by 9am. Tracks all cancelations for end of month reporting. Prepares and tracks monthly meal count reports, and monthly bill to participants.
- **Responsible for the oversight of the various programs that support our participants such as the pet food program, Blizzard Bags, and the USDA commodity program.** Receives the monthly commodities from the Mercer Street Friends Food Cooperative, and supervises the distribution of all commodities to volunteers for distribution. Prepares and updates client signature forms and submits them to the food bank. Satisfies all reporting requirements for the food bank. Prepares “donations” and additional items for delivery to participants. Oversees any purchasing of food for blizzard bags.

- **Responsible for promoting Meals on Wheels of Mercer County to referring agencies.** Distributes brochures to discharge planners, home health agencies, etc. Makes presentations to discharge planners, home health agencies, senior citizen groups, etc. Attends other agency and community meetings as required
- **Attends regular staff meetings.**
- **Meets regularly with Executive Director.**
- **Performs other job related tasks requested by the Executive Director.**

QUALIFICATIONS

1. Candidate will hold a college degree with an average 3.0 GPA or higher. Degrees in Social work, psychology, sociology, nutrition science, and political science will all be considered.
2. Candidate will be organized, detail oriented and have impeccable customer service skills. They must be highly motivated, flexible and enjoy working in a diverse environment that is in constant flux. They must feel comfortable working with the homebound, and moving in an urban environment. Knowledge of social service resources within the Mercer County area a plus. Our work is extremely rewarding and personally gratifying. As a Director, big picture input is sought and valued. We are a small team that work closely together. Some evening or weekend hours required.
3. Must have a valid driver's license and a clean driver's record, and his/her own vehicle.
4. Candidate will be proficient in Microsoft Word, Excel, Powerpoint and Publisher.
5. Candidate will have public speaking skills

Position is full-time, M-F, 8:30 am to 4pm. Salary is commensurate with degree and experience