



FOOD FOR LANE COUNTY JOB DESCRIPTION

POSITION TITLE: Meals on Wheels Support Coordinator

RESPONSIBLE TO: Senior Food Programs Manager

HRS. PER WEEK: 40 hrs., typical 8:00 a.m. - 4:30 p.m. schedule adjustments, but requires periodic schedule adjustment to 6:30am-3:00pm when serving as a back up to the kitchen. Other occasional schedule adjustments to meet programmatic needs. No weekend or evening shifts required.

CLASS: Non-exempt

HOURLY WAGE: \$21/hr; + Mileage Reimbursement for personal vehicle use

BENEFITS: Eligible for FFLC-sponsored benefits (e.g. paid time off benefits such as holidays, floating days, vacation and sick). Health, Dental insurance benefits offered first of the month after 30 days of employment; other benefits after 90-day mutual trial service period satisfactorily completed.

SUMMARY of POSITION: This position is a cross-trained position that assists and provides backup support to the Meals on Wheels (MOW) program. The ideal candidate will have strong interpersonal and problem-solving skills. They will possess the ability to resolve conflicts, stay calm under pressure and in emergency situations, work effectively with clients, use good judgment in handling individual case problems, and have experience interacting with a culturally diverse population.

Primary Tasks: The Meals on Wheels Support Coordinator will be responsible for conducting eligibility screenings, in-home assessments for program participants, and the delivery of meals, pet food, and groceries to clients' homes. They will be responsible for scheduling new client appointments, conducting reminder calls to clients, a variety of clerical and database work, as well as replying to phone/email inquiries for service. More tasks may be added over time as capacity allows.

Secondary Tasks: The Meals on Wheels Support Coordinator will perform other tasks as requested by supervisor including but not limited providing back up to the Kitchen Coordinator, meal packing, food box preparations, cleaning/sanitation tasks, and providing backup to other Meals on Wheels staff.

Candidates must have a safe driving record, valid Oregon driver's license, reliable transportation, current vehicle insurance and ability to use personal vehicle daily for FFLC business and qualify for insurance coverage with FOOD for Lane County's carriers to be considered for the position.

This role will:

- Represent FOOD for Lane County with knowledge and respect
- Actively demonstrate FFLC's values of compassion, collaboration, and inclusion
- Attend monthly all-staff meetings, MOW Staff meetings, and other meetings as appropriate
- Adhere to all applicable federal, state, and Oregon Food Bank regulations regarding food safety, storage, and handling. Follows FOOD for Lane County policies and procedures

SKILLS & QUALIFICATIONS:

- Experience working with vulnerable populations especially older adults, low-income, diverse and multicultural clients, clients with mental illness, dementia, severe trauma and/or cognitive limitations.
- Ability to assess individuals in their own home to determine eligibility
- Ability work well under pressure and stay calm in stressful situations such as medical emergencies or individuals experiencing a mental health crisis
- Ability to work independently while adhering to established procedures, initiate own work with minimum supervision, organize and structure work to handle multiple projects and a high volume of work
- Ability to effectively communicate orally and in writing
- Able to navigate GPS and written driving directions; Able to drive safely in a variety of weather conditions
- Flexible and able to adapt to new processes and situations
- Ability to provide excellent customer service to all individuals
- Computer proficiency, including Microsoft Office suite of programs and ability to learn new programs and database systems
- Ability to maintain accurate, up-to-date records and to prepare accurate reports
- Bilingual English/Spanish preferred

REQUIREMENTS:

- Possess a current Food Handler's Card, or willingness to obtain within 30 days of hire
- Possess First Aid/CPR training or willingness to obtain within 3 months of hire
- Safe driving record, valid Oregon driver's license, reliable transportation, current vehicle insurance, **ability to use personal vehicle daily** for FFCLC business, and qualify for insurance coverage with FOOD for Lane County's carriers
- All offers for employment are contingent on a satisfactory background check

PHYSICAL DEMANDS AND WORK ENVIRONMENT: This role moves and **lifts up to 50 pounds repeatedly**, ascends stairs, enters seniors' residences, and enters and exits the delivery vehicle up to 25 times in a two-hour period. The work involves lifting, bending, twisting, reaching, walking, carrying, as well as, pushing and pulling carts, moving pallets, and transporting food and carts in and out of industrial freezers, as well as working at a computer, typing, answering phones, etc. This work is performed in a variety of both indoor (office, warehouse, kitchen, industrial freezer, clients' home) and outdoor settings with exposure to motor vehicles. This work is performed year-round and requires the ability to withstand extreme temperatures, hot and cold.

This work involves frequent travel alone to participant homes and may occasionally encounter situations that require assistance from law enforcement or Adult Protective Services. There is potential for exposure to unsanitary conditions, traffic hazards, confused or hostile persons, bodily waste, drug use, communicable diseases, presence of weapons and/or animals.

NOTE: Job descriptions are not intended to be and should not be construed as exhaustive lists of all responsibilities, skills, efforts, or working conditions associated with a job. They are intended to be accurate reflections of principal job elements essential for making fair pay decisions about jobs.

Reasonable Accommodations: Food For Lane County, complies with federal, state, and local laws regarding reasonable accommodations for applicants and employees with disabilities. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact Sue Slaughter-Nichols, HR Director, 541-343-2822 x 149, sslaughternichols@foodforlanecounty.org

FFLC is an Equal Opportunity Employer. All applicants will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender, gender identity, age, national origin, marital status, genetic information, veteran status, diverse ability, or any other characteristic protected under local, state or federal law.

I have read the position description and acknowledge my understanding of the duties and responsibilities in the job description.

Employee Signature:

Date:

Manager Approval:

Date:

HR Director

Date: