

## Meals on Wheels Administrative Assistant Job Description

### MEALS ON WHEELS

### C.C. CAFÉS

### FALL PREVENTION

### COMPANIONSHIP

### ARTFUL AGING

### CARE MANAGEMENT

3/19

### Program Description:

Meals on Wheels (MOWDR) provides nutritious meals and daily contact from a dedicated staff of volunteers. The MOW program supports independence while promoting the social, physical, and emotional well-being of seniors. The program consists of case management, administrative staff and volunteer drivers who deliver meals to home bound seniors on specified routes Monday through Friday.

### Scope of Work:

This is an exciting moment for the MOWDR home delivered meal program. We are currently adopting exciting new technologies (the Mobile Meals App and the Client Change of Condition Protocol) that enable the capture of real-time meal delivery and change of condition data. These tools will allow us to act immediately to ensure the health and safety of our clients.

The newly created Administrative Assistant position will provide administrative support around the rollout of this new technology and its ongoing implementation, as well as general administrative support to our clients and the rest of the team.

We are seeking just the right person to assist us to advance our current meal delivery and wellness check policy to the next level. This individual will work with the Client Support Associate Staff to determine the appropriate course of action and intervention needed upon a report. The efforts and outcomes will be recorded and the appropriate information can be relayed to family and health care providers.

This is a full time, 40 hours a week, position, Monday – Friday, 8AM-5PM. The position reports to the Nutrition Services Division Manager, and is located at the Meals on Wheels Diablo Region office in Walnut Creek.

### Duties and Responsibilities:

#### Client and Systems Support:

- Monitor the Mobile Meals and Change of Condition Dashboards throughout delivery times.
- Accept reports from Volunteer and paid Delivery Associates regarding problems with meal delivery, both by phone and Dashboard.
- Record messages appropriately.
- Responds to missing client or non- delivered meal reports as directed.

#### General Administrative Support:

- Maintain accurate record of incoming and follow up phone calls, including referrals. Update client histories after follow up.

- Maintain updated records (both written and electronic) on Meals on Wheels and case management work, including but not limited to, information, referral and progress notes. Ensure accurate and timely reporting.
- Enter monthly meal contributions on a regular bases.
- Run monthly meal contribution reports.
- Enters new wait list clients into specialized data base.
- Make monthly phone calls to clients on wait list, to update and ensure eligibility and need.
- Comply with all HIPPA regulations and mandated reporting procedures.
- Maintain good working relationship with County and City officials.
- Understanding of multiple client services in order to refer clients.
- Supply monthly reports to management regarding client outcomes.
- Handle referrals to other Meals on Wheels Diablo Region programs.
- Carry out the mission of Meals on Wheels Diablo Region with professionalism and integrity.
- Delivers meals when needed.
- Attend agency meetings.
- Other administrative duties as assigned.

#### **Qualifications:**

This position requires the following:

- Excellent telephone and interpersonal skills.
- Demonstrated customer service skills while dealing with a diverse population
- Knowledge of Contra Costa Social Services and Resources.
- Excellent computer skills for reporting and data entry purposes
- Manual typing.
- Experience reporting statistics and meeting deadlines.
- Collaboration with multiple stakeholders.
- Familiarity with computerized record keeping.
- Able to make decisions independently and respond appropriately to incoming calls.
- Background check clearance.
- Clean driving record for 3 years.
- Have reliable transportation.
- Must be able to pick up 25 lbs.
- Bi-lingual – Spanish a plus.

#### **Benefits:**

Benefits include healthcare contribution, retirement contribution, paid time off, mileage reimbursement, and holidays.