

Meals on Wheels Client Support Associate Job Description

MEALS ON WHEELS

C.C. CAFÉS

FALL PREVENTION

COMPANIONSHIP

ARTFUL AGING

CARE MANAGEMENT

1/19

Program Description:

Meals on Wheels (MOW) provides seniors with nutritious meals and daily contact from dedicated staff and 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:

The Meals on Wheels Client Support Associate is responsible for assessing a senior client's well-being, both in person and by phone. The Client Support Associate will also determine if additional services are required. Client Support Associates will accurately maintain referrals and case notes both written and electronically. Travel is required within Contra Costa County and reliable transportation is required.

This is a part-time position that reports to the MOW Program Specialist. The position is 30 hours per week, Monday-Friday, 8:00am – 2:30pm. The position will cover locations in all areas served by Meals on Wheels Diablo Region (MOWDR) as well as the office located in Walnut Creek.

Duties and Responsibilities:

Fulfill all duties as they relate to the program funding, including but not limited to:

- Assist clients within the entire funding area
- Ensure accurate and timely reporting
- Maintain a current list of community resources

Maintain accurate and current (both written and electronic) client records, including but not limited to, information, referral and progress notes. Interview prospective clients in their homes, prepare assessments and evaluations, determine if clients meet intake criteria and refer clients, as needed to other MOWDR or community programs.

Act as a liaison to assist in the development of community resources, support projects of importance to families we serve, and maintain community accountability and visibility.

- Visit new Meals on Wheels (MOW) clients within 5 working days from client's start date and deliver initial emergency pack (clients are visited every 90 days thereafter), complete monthly mandatory forms and reports.
- Periodic visits to MOW clients for reassessment.
- Update and maintain MOW client history after each visit.
- Maintain active lists of resources.
- Comply with all HIPAA regulations and mandated reporting procedures.

- Maintain good working relationship with County and City officials.
- Understand multiple client services in order to refer clients.
- Participate in outreach meetings as needed.
- Supply monthly reports to management regarding client outcomes.
- Refer clients to other MOWDR programs as needed.
- Carry out the mission of MOWDR with professionalism and integrity.
- Answer phone calls from clients and volunteer drivers.
- Deliver meals when needed.
- Attend agency meetings.
- Other duties as assigned.

Qualifications:

This position requires the following:

- Knowledge of Contra Costa social services and resources.
- Excellent computer skills (Word, Excel, Outlook and in-house data program).
- Manual typing/data entry.
- Excellent telephone and interpersonal skills.
- Experience reporting statistics and meeting deadlines.
- Collaboration with multiple stakeholders.
- Familiarity with computerized record keeping.
- Ability to maintain confidentiality.
- Detail-oriented, reliable, and punctual.
- Background check clearance.
- Clean driving record.
- Valid CA Driver's license, proof of car insurance and reliable transportation.
- Smart phone.
- Access to internet at home, laptop will be provided.
- Must be able to pick up 25 lbs.
- Bilingual – Spanish a plus.

Benefits:

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