

Meals on Wheels Client Support Associate (Grant funded) Job Description

MEALS ON WHEELS

C.C. CAFÉS

FALL PREVENTION

COMPANIONSHIP

ARTFUL AGING

CARE MANAGEMENT

10/2020

Program Description:

Meals on Wheels (MOW) 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:

The Meals on Wheels Client Support Associate is responsible for supporting and advocating for the needs of the seniors receiving our service. This includes, monitoring eligibility, home visits, (due to current health crisis, only phone visits are allowed) maintaining histories, record keeping, service referrals, providing emergency supplies and or meals when required. This position works 5 days per week and 2-3 of those days are out in the field, when not restricted by COVID-19. As a member of the nutrition team, you will be cross trained to support the café program.

This is a part-time non-exempt position that reports to the Nutrition Services Division Manager. The position is 30 hours per week, Monday-Friday, 8:00am – 2:30pm. The position will be based in the Walnut Creek Office and covers Contra Costa County.

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 updated records (both written and electronic) on Meals on Wheels and Care management work, including but not limited to, information, referral and progress notes. Interview prospective clients in their homes, (due to current health crisis, only phone visits are allowed), prepare assessments, evaluations, and determine if clients meet intake criteria. Complete referrals to other MOWDR or community-based programs, as needed.

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.
- Visit each MOW client quarterly for reassessment visit.
- Update and maintain client history after each visit.
- Provide and support the Café Program as needed.
- Maintain active lists of resources.
- 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.
- Participate in outreach meetings as needed.
- Supply monthly reports to management regarding client outcome.
- Handles any referrals to other Meals on Wheels Diablo Region programs.
- Carry out the mission of Meals on Wheels Diablo Region with professionalism and integrity.
- Answers phone calls from clients and volunteer drivers.
- Delivers meals when needed.
- Attend agency meetings.

Qualifications:

- Knowledge of Contra Costa social services and resources.
- Excellent computer skills.
- Manual typing.
- Excellent telephone and interpersonal skills.
- Experience reporting statistics and meeting deadlines.
- Collaboration with multiple stakeholders.
- Familiarity with computerized record keeping.
- Background check clearance.
- CA Driver's License and clean driving record for 3 years.
- Have reliable transportation.
- Must be able to lift 25 lbs. and walk up and down steps.
- Bi-lingual – Spanish a plus

Benefits:

Full-time regular employees working 30 or more hours per week and after 90 days are eligible for a contribution towards medical benefits (health, vision, and dental), 401k, 15 days of PTO accrued annually, and 11 paid holidays.

We are an equal opportunity employer. Applicants are considered for positions without regard to veteran status, uniformed servicemember status, race, color, religion, sex, national origin, age, physical or mental disability, genetic information, citizenship status or any other category protected by applicable federal, state, or local laws.