

Meals on Wheels Volunteer Coordinator Job Description

MEALS ON WHEELS

C.C. CAFÉS

FALL PREVENTION

COMPANIONSHIP

ARTFUL AGING

CARE MANAGEMENT

11/2020

Meals on Wheels Program Description:

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

Scope of Work:

The Meals on Wheels (MOW) Volunteer Coordinator is responsible for ensuring daily meal routes are covered by volunteer drivers or Delivery Associates, enter and maintaining accurate data relating to volunteers, in the specialized database, ServTracker, onboarding and training new volunteers, accurately reporting to the county on a monthly basis. This position interacts with senior clients, staff and volunteers on the phone and in person.

This is a part-time position that reports to the Nutrition Services Assistant Manager. The position is 30 hours per week scheduled and up to 40 hours per week based on need, Monday through Friday, 8:00am to 2:30pm (or later if needed) and is located at the Meals on Wheels Diablo Region office at 1300 Civic Drive, Walnut Creek, CA 94596.

Duties and Responsibilities:

- Ensure all routes for current day are filled with volunteers and Delivery Associates.
- Call all pick-up site locations to ensure all routes are out for delivery.
- Develop and maintain a strong relationship with volunteer drivers, visiting each delivery site location monthly.
- Enter and maintain accurate and current data of volunteers in the specialized Meals on Wheels database, including monthly insurance and driver license renewal information.
- Onboarding of New Volunteer Drivers
 - Coordinate and conduct New Volunteer Driver Orientations.
 - Set up ride-along for new volunteer drivers, and new staff members.
 - Ensure all new volunteer drivers are entered into database (requires manual data entry).
 - Ensure all required paperwork is complete and securely managed.
- Coordinate with all Volunteer Group Liaisons on a monthly basis.
 - Train and support new group liaisons with annual updates.
 - Complete annual update of necessary forms and ensure annual review for all group members.
 - Ensure all volunteer groups submit their monthly schedule of volunteer drivers.
- Coordinate ride-along with County Monitor and drivers to observe deliveries.

- Notify all volunteer drivers of holiday deliveries and pick up location closures.
- Prepare and provide required monthly reports by the 5th of each month.
- Deliver daily routes if necessary.
- Additional administrative support as needed.
- Attend agency meetings.

Job Skills Required:

- Detail-orientated, reliable, punctual and independent.
- Database experience and competency with Word, Excel and Outlook.
- Manual typing/data entry.
- Excellent communication skills both verbal and written.
- Excellent organizational skills.
- Excellent phone manner.
- Professional appearance.
- Clean driving record for 3 years.
- Background check clearance.
- Valid CA Driver's license, proof of auto insurance and reliable transportation.
- Sensitive to the needs of older adults.
- Must be able to lift 25 lbs.
- Availability of a GPS and ability to operate it.

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.