



Job Opening Announcement

Meals on Wheels Manager

This position is based in Mesa, Arizona

Aster Aging, Inc. empowers and supports older adults and their families to remain independent and engaged in our communities. Our non-profit organization provides a full continuum of services, with core programs that include: Center-Based Services, Meals on Wheels, In-Home Support, Outreach / Social Services, and Collaborative Programs. Our vision is to be a leader in providing direct services and mobilizing resources that support the changing needs of our older adult population.

Aster's Meals on Wheels Program assists older adults by addressing their nutritional needs, reducing isolation, enhancing safety, and helping them maintain their independence. We are currently recruiting for an important position to provide program leadership for the Meals on Wheels team, while also directly providing services to assist homebound older adult participants. The Manager will plan and manage logistical operations to ensure the timely delivery of meals, including flexible routing and mapping systems. He/she will advocate on behalf of older adult participants and train staff and volunteers to conduct daily wellness checks. The position involves significant teamwork and collaborative efforts with program participants, staff, volunteers, case managers, and the community.

Full-time (40 hours / week) exempt position
Competitive salary and benefits package

Qualifications include a progressively responsible social service work history with vulnerable older adults, including supervisory experience. Strong logistical operations experience, including scheduling and routing. A bachelor's degree in a related field, and experience in nonprofits, volunteer engagement, and grant reporting are preferred. Effective communications, teamwork and interpersonal skills, multicultural competency, and computer skills are essential.

Requirements include the ability to lift up to 25 lbs., obtain a Level I Fingerprint Clearance Card, and compliance to Aster's background check policies, including a safe driving record.

Please refer to the Job Description for additional information and requirements

Interested applicants are encouraged to submit their resumes and salary expectations to:

Human Resource
Aster Aging, Inc.
45 West University Drive, Mesa, Arizona 85201
Phone: 480-964-9014, Fax: 480-898-7306, hr@asteraz.org
www.asteraz.org

Position is considered open until filled.

Equal Opportunity Employer.

Aster Aging, Inc.
Job Description: Manager of Meals on Wheels

Overview: Provide team leadership for Meals on Wheels program operations, within the scope of Aster's vision, mission and goals. Meals on Wheels assist older adults by addressing their nutritional needs, reducing isolation, enhancing safety, and helping them maintain their independence. Plan and manage staff and volunteer logistics to ensure timely delivery and compliance to food safety requirements. Advocate for program participants. The position involves significant teamwork and collaborative efforts with program participants, staff, volunteers, case managers, and the community.

Major Duties:

1. Provide team leadership to develop and execute strategies for Meals on Wheels, to achieve outcome, service level, and operational goals aligned with Aster's Strategic and Annual Plans and related funding contracts.
2. Plan and directly manage logistical operations to ensure the timely delivery of meals to the homes of older and disabled adults. Develop and update routing and mapping systems in a manner that can accommodate daily logistical delivery changes, while optimizing the time of volunteers and staff and ensuring that food safety requirements are met. Assign routes to staff and volunteers, and also directly deliver meals regularly.
3. Ensure high standards in meal safety, sanitation, and temperature control. Coordinate with Kitchen Managers on meal packaging, special dietary needs, and scheduling for anticipated frozen meal needs.
4. Implement systems for ensuring timely start-ups for new participants and close-out of services as needed for subsidized, private pay, and transitional meal options. Coordinate with external case managers and Aster Outreach and Social Services team members to advocate for additional services for participants as needed.
5. Train staff and volunteers to conduct daily wellness checks and report back results. Follow-up as needed.
6. Serve as a public spokesperson for Aster. Working in collaboration with the Program Operations Director and other program supervisors, develop and implement plans for targeted outreach and volunteer recruitment. Develop and maintain effective relationships within community networks.
7. Maintain accurate case records and service reports in accordance with the procedures of the agency and funding entities, including computer data input and report compilation. Implement systems for billings and receipts.
8. Maintain an organizational climate that attracts, motivates, supports and retains high quality staff and volunteers who are committed to serving older adults. Lead, supervise, train, and support staff and volunteers.

Other Duties:

- Ensure that agency policies, standards, and decisions are implemented and maintained in service provision.
- Serve as a member of the supervisors' team, participating in the development of program and other plans.
- Other duties as needed and appropriately assigned.

Qualifications:

- Progressively responsible social service work history with vulnerable older adults including supervisory experience required. Nonprofit, volunteer engagement, and grant reporting experience preferred.
- Strong logistical operations experience, including scheduling and routing. Effective organizational skills. Ability to prioritize and manage multiple tasks.
- Bachelor's degree in social work, gerontology, or a closely related field preferred.
- Demonstrated effective written and oral communication skills. Ability to prepare concise reports and provide oral presentations. Effective computer skills.
- Effective interpersonal skills and ability to encourage teamwork. Multi-cultural sensitivity and ability to work effectively with diverse community members. Bilingual English/Spanish preferred.

Requirements:

- Ability to lift up to 25 lbs.; ability to sit or stand for long periods of time.
- Ability to obtain a Level I Fingerprint Clearance Card and compliance to Aster's background check policies, including a safe driving record.
- Ability to complete training to obtain Food Handler's Card.
- Reliable transportation to use in the performance of work and possession of valid AZ driver's license and vehicle liability insurance.

Responsible to: Program Operations Director

Status/ Hours: Full-time exempt position. Primarily weekday office hours.

Primary Work Site: Mesa Downtown Senior Center, Mesa AZ; other locations as needed. Position will require some travel via automobile.

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