



**AmeriCorps Position Description  
Meals on Wheels Program Assistant**

**Job Title:** Meals on Wheels Program Assistant

**Service Location:** 247 North Macdonald Street, Mesa, AZ 85201

**Department:** Aster Aging – Meals on Wheels

**Supervisor:** Director, Meals on Wheels

**Schedule:** Average 20 - 22 hours per week, with specific schedule to be developed subject to needs of the program.

**Service Commitment:** Must complete 900 service hours.

**Service Term:** November 1, 2020 to August 31, 2021

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**Agency Summary:** Aster Aging has been dedicated to empowering and supporting older adults and their families to remain independent and engaged in our community since 1979. Aster provides a full continuum of programs and services, with core programs that include: Center-Based Services at Mesa Downtown and Red Mountain Senior Centers (senior nutrition congregate meals, health and wellness support, education programs, and social activities); Meals on Wheels (daily hot, nutritious meal delivery and wellness checks for homebound older and disabled adults), In-Home Support (Neighbors Program matches isolated homebound older adults with volunteers for essential transportation, grocery shopping, friendly visits and related supports; Home Care provides non-medical respite, personal care, and homemaking services through trained home care aides); and Outreach / Social Services (assistance in navigating and accessing needed social services, benefits and health resources). The overarching intended outcome for older adult participants is to maintain independence, preserve dignity and enhance quality of life.

**Job Description:** Within the scope of the organization's mission and as part of the Meals on Wheels Program Team, the Program Assistant is responsible for assisting with program operations, which may include meal delivery, program promotion, and volunteer recruitment to enable homebound older and disabled adults to remain safely independent in their own homes.

**Essential Duties/ Responsibilities:**

- Complete orientation and training for the Meals on Wheels position and become familiar with the full array of Aster's programs.
- Refer participants to other Aster services as needed, and respond to participant calls for schedule changes and other needs.
- Assist with logistical changes to delivery routes and driver schedules as needed, and tracking of participant and service information.
- Assist in delivering meals and conducting wellness checks when needed to ensure service delivery to participants.
- Assist with mailings, newsletter delivery, and occasional distribution of gifts, food boxes, and related basic need items to participants.

- Promote program options for transitional frozen meals (Meals While You Heal) and private-pay hot meals (Meals For You) in alignment with Aster's outreach plans.
- Assist the Director and the team in recruiting and training volunteers. Plan and implement volunteer recognition events and activities.
- Assist with other Meals on Wheels and Aster Core Program activities as needed and appropriately assigned.
- Maintain accurate records of participants, services, and volunteers in accordance with Aster procedures. Follow Aster's policies and standards.

**Education/ Experience/ Qualifications:**

- Experience working with older or disabled adults and sensitivity to their needs.
- Effective interpersonal skills and ability to encourage teamwork. Multi-cultural sensitivity and ability to work with diverse community members.
- Excellent customer service skills.
- Ability to work independently and proactively with participants.
- Strong organizational skills. Effective computer skills using Microsoft Word and Outlook platforms and ability to learn to use program-specific database.
- Flexibility to work special activities or events as assigned.
- Reliable transportation to use in the performance of some job functions. Valid Arizona Driver's License and automobile liability insurance coverage.
- Ability to lift up to 25 lbs.; ability to sit or stand for long periods of time.
- U.S. citizen or U.S. National or have status as a Lawful Permanent Resident Alien
- Member must successfully pass a background check
- Ability to obtain/maintain a Level 1 Fingerprint Clearance Card
- Ability to obtain/maintain a Food Handler's Card
- Preference will be given to candidates who are 55 years of age or older

*Aster Aging and Mesa United Way are equal employment opportunity employers and seek to employ and assign the best qualified personnel for all their positions in a manner that does not unlawfully discriminate against status or characteristics protected by law.*