

Meals on Wheels Lead

Position Type: **Full-Time**
Location: **Saint Paul, MN**
Travel Required: **Local (fewer than 10%)**
Required Education: **Associate's Degree; Bachelor's Degree Preferred**
Min Experience Req: **2 Years**



Organization Overview

For more than 114 years, Merrick Community Services has demonstrated through its mission that it *supports individuals and families to navigate life transitions, find health and stability, and promote independence.*

Merrick Community Services was founded on Saint Paul's East Side in 1908 as the Christ Child Society of Saint Paul, in the tradition of an early 20th Century Settlement House, which provided essential services to new arrivals and immigrants and economically disadvantaged individuals and families. Today, Merrick Community Services (MCS) stands as one of the oldest nonprofit social service agencies in Ramsey County, with a history of being steadfast in assisting individuals and families overcome poverty and become self-sufficient. The core programs of MCS are Meals on Wheels, Food Shelf, Employment/Career Services and Family Stabilization Services.

Description

Merrick Meals on Wheels provides daily hot and nutritious meals to seniors and other homebound eligible individuals on the East Side of Saint Paul and south Washington County. The Meals on Wheels Supervisor provides general support to the Meals on Wheels Program, its staff, and program volunteers. This position's main responsibility is to ensure that Meals on Wheels participants receive daily heated meals. This also includes the supervision of general operations, meal ordering, and orienting and supporting program volunteers. The Meals on Wheels Lead reports to the Manager of Food and Independence Service.

Responsibilities

- Develop, implement, and evaluate services and programs of the department to ensure they meet the needs of East Side participants
- Supervise annual department budget
- Manage and maintain participant files, database, and department receipts
- Manage meal orders and dietary needs twice a week for approximately 100 clients
- Coordinate heating and packing of daily hot meals
- Prepare packing needs for the following day (list on white board, route sheets, special dietary needs, appropriate counts, bags, getting ready Monday's needs, etc.)
- Track meals delivered/missing from caterer on spreadsheet; keep a running list of issues that will need to be checked over when the monthly caterer bill arrives
- Create route sheets for volunteers to use daily, to maintain an efficient delivery system
- Perform new client intakes, set-up meal routes, etc.
- Orient and train new volunteers, while establishing and maintaining positive relationships

- Assist volunteers with occasional route coverage and address meal shortage issues
- Maintain up-to-date volunteer and client contact information (including emergency and case manager contacts); track birthdays for acknowledgement
- Ensure overall order and cleanliness of work location, including vacuuming and break down rooms, when applicable
- Provide data entry and general office duties, including answering phone, checking messages, and responding to client needs
- Support Finance Department/Director of Programs with monthly reporting and billing processes
- Other duties as assigned

Qualifications

- AA; BS/BA degree or equivalent preferred
- Two years of Program and/or work-related experience
- Bilingual proficiency preferred (Hmong or Spanish)
- Must have a passion for working with seniors and vulnerable adults
- Ability to model respectful, inclusive, and responsible behavior that is consistent with the agency mission, vision, and values
- Skills that engage volunteers, display thoughtfulness and gratitude, and go above and beyond for program volunteers and clients
- Possess strong interpersonal and excellent oral and written communication skills
- Outstanding customer service skills and experience, as exhibited to clients, caregivers, and volunteers
- Cooperative team member, who can work well independently
- Strong problem solving skills
- Detail-oriented, ability to work well under pressure, and multi-task in a fast-paced environment
- Strength-based, self-motivated, and goal-oriented
- Excellent computers skills and experience with client databases and MS Office: Excel, Outlook, PowerPoint, Publisher, and Word
- Ability to maintain databases and client/participant tracking systems, which are based on intake forms, ServTracker, and the requirements of funders and Merrick Community Services
- This position requires valid Driver's License and reliable vehicle to travel locally and pass a background check

The above statements are not intended to encompass all functions and qualifications of the position. Rather they are intended to provide a general framework of the requirements of the position. Job incumbents may be required to perform other functions not specifically addressed in this job description. Employment at Merrick Community Services is at-will and may be terminated by either employee or employer for any lawful reason.

We welcome everyone to apply, especially those individuals who are underrepresented in our sector: individuals who identify as BIPOC, LGBTQI+ and gender fluid or gender nonconforming, individuals with disabilities (both seen and unseen), veterans, people of any age or family status.

Equal Opportunity Employer: All qualified applicants will receive consideration for employment without regard to age, race, color, religion, disability, marital status, national origin, sex, gender identity, sexual orientation, familial status, genetic information or a protected veteran status.