

Job Posting

August 17th, 2020

POSITION

Director – Meals on Wheels

EMPLOYMENT TYPE

Regular FT – 35 hours/week

SALARY

Based on experience

REPORTS TO

Director of Operations and Financial Management

JOB SUMMARY

Under Direction of the Director of Operations and Financial Management the position manages the HMDL Department staff and directs the agencies meal delivery system. Responsible for ensuring compliance in all required funding source documentation of nutrition, service delivery and client contacts for all HMDL clients both at the RiseBoro site and with our subcontractors. Responsible for coordination of services with the designated Case Management agency. Interacts directly with seniors, staff, volunteers, funding source representatives and the general public.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee the operation, growth and development of the HDML program.
- Responsible for all aspects of the program operations including program development, staff supervision, budget oversight, and compliance with agency and funding source requirements.
- Direct the agencies meal delivery system including planning routes, troubleshooting problems, and assessing needs with Coordination, Kitchen and Delivery Staff and subcontractors.
- Manage the HMDL Food Preparation, Delivery and Coordination staff including hiring, training, evaluation, and discipline.
- Oversee coordination of the Drivers and Deliverers collective bargaining unit Local 338, including coordination with HR and ensuring contract requirements.
- Serve as the Liaison with Subcontractors to coordinate all aspects of service delivery and compliance.
- In conjunction with the MOW Cook ensure that the kitchen staff complete monthly self-inspection and inspect caterers prep site and delivery as required by DFTA.
- Ensure that MOW Coordination Staff and subcontractors track and document all meal delivery and client data for the agency.
- Administer the client database including setting up user accounts, requesting customizations, and troubleshooting problems with the Coordination Staff and NYC DFTA.
- Manage and monitor the number of clients started and meals served by MOW in order to meet contractual obligations with DFTA as well as internal meal delivery goals for the agency.
- Supervise the MOW Manager in forecasting meals needed from the catering subcontractors.
- Submit monthly delivery statistics to meet contractual obligations.
- Work with the RBSCC Fiscal Staff in submission of program bills, completion of the Monthly Expense Vouchers to DFTA and CMOW as well as review of fiscal reports including ledgers and trial balance monthly and YTD.

- Responsible for Program's Time and Leave monitoring, tracking and submission.
- Compile monthly delivery statistics for funding source and internal monitoring.
- Supervise delivery, staff and nutrition staff and coordinate with referring case management to address client issues and needs.
- Oversee the programs Emergency Policies and Procedures and Implement Emergency response when indicated by funding source and agency requirements.
- Oversee the purchase, maintenance, repairs and registration/inspection of HMDL Department equipment including vehicle/ fleet control.
- Assist in ongoing development, evaluation and implementation of program policies and procedures in accordance with DFTA guidelines and approval of the Management.
- Attend staff meetings, senior management meetings, and other meetings as required
- Meet with Case Management Staff on Quarterly basis to discuss coordination issues.
- Convene meetings with subcontractors as needed to discuss policy changes and coordination issues as needed.
- Lead regular HMDL Department staff meetings and trainings
- Oversee client contribution mailings and related agency policy
- Assist in writing and maintaining the HMDL/Driver Policies and Procedures Manual
- Provide backup for MOW Manager with daily job functions when necessary

EDUCATION EXPERIENCE

Master's Degree preferred or Bachelor's degree in Social Work, Human Service, Nutrition or Registered Dietician or Business Management Related and two years of strong managerial and or food service or social service management experience. Associate's Degree and up to three years of directly related experience or High School Diploma or GED and five to seven years of directly related experience.

Strong customer service skills and ability to multi-task in a fast-paced environment.

Bilingual Spanish Speaker preferred.

APPLICATION DEADLINE

Ongoing

SUBMIT RESUME TO

Krizia Cardenas
Director of Operations and Financial Management
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