

Senior Life Resources

N O R T H W E S T

Position: Meals on Wheels Meal Site Manager
Reports to: Nutrition Program Manager
Classification: Non-exempt, Part-Time

GENERAL POSITION SUMMARY: Designated as “person in charge” per Washington State food code requirement. Will be present during hours of operation and will manage meal site, demonstrate appropriate food safety knowledge, supervise the preparation, delivery and service of meals in accordance with established standards of nutrition, health and sanitation, and will ensure all workers follow safety regulations. Perform administrative tasks in support of the food preparation process, including documentation and maintenance of records. Promote a positive atmosphere and ensure services are made available in a courteous and professional manner.

ESSENTIAL FUNCTIONS

- Direct the set-up, preparation, presentation, serving/packing, and cleaning up of meals
- Supervise and assign work schedules for meal site staff and volunteers
- Be knowledgeable of all SLR program services and provide program participants service description and access information
- Actively support program efforts
- Provide training to meal site staff and volunteers to include program goals, sanitary and safety standards, record keeping and specific job duties
- Ensure that food quality, portion control, safety, sanitation and health standards are maintained
- Establish, maintain, and assign accurate home-delivered meal routes and communicate changes in a timely manner
- Complete and maintain accurate and timely documentation to include, but not limited to, Daily Client Intake Forms, Weekly Meal Reports, donation records, monthly reports and making daily bank deposits
- Plan and supervise routine cleaning and sanitation schedule for kitchen and kitchen equipment
- Assemble food, dishes, utensils and supplies needed for timely meal preparation
- Prepare, sort, and package food for delivery
- Wash dishes pots, pans and utensils using approved sanitation methods
- Identify needs of and make appropriate referrals for program participants
- Facilitate volunteer participation; provide direction to participant volunteers at the site
- Plan recognition events
- Attend meetings and trainings as required
- Maintain confidentiality of all client, staff, and business-related information
- Demonstrate & maintain excellent customer service through client engagement, maintaining a positive attitude, and promoting a friendly and welcoming atmosphere
- Other duties as required or assigned

SPECIFIC JOB SKILLS

- Ability to read, write, speak and understand English
- Ability to work independently and as a team member in the daily operation of the meal site
- Ability to understand and follow directions
- Basic computer skills
- Ability to exercise good judgment and decision making to include to ability to respond calmly and appropriately to all on-the-job situations, including emergencies.
- Ability to plan, organize and meet deadlines
- Ability to operate standard office and kitchen equipment

- Effective interpersonal and communication skills including the ability to listen and communicate effectively in-person, on the telephone, and in writing
- Proof of valid Washington State driver's license and the ability to travel using an insured personal vehicle
- Ability to demonstrate respect and sensitivity to the needs of individuals. Willing and able to relate to individuals from all ethnic, racial, religious, or socioeconomic backgrounds
- Ability to multi-task in a fast paced work environment

WORKING CONDITIONS

- The position requires physical effort as a part of the essential functions. Physical effort may involve: sitting, occasional driving, constant standing and walking, occasional pushing/pulling, frequent bending and twisting at the waist, reaching above shoulder, occasional kneeling, squatting, climbing of stairs and crawling, and frequent lifting and carrying up to 25 pounds.

WORK HABITS

- Required work habits include regular scheduled attendance, punctuality, teamwork, initiative, flexibility, courtesy, dependability, and professionalism.

EDUCATION AND/OR EXPERIENCE

- Must be at least 18 years of age with a High School Diploma or equivalent
- One year of experience in food service with a thorough knowledge of food preparation, operation of food service equipment, and maintaining health and sanitation standards
- One-year supervisory experience
- Bilingual preferred but not required
- Valid Washington State Food Handler's Card or the ability to obtain within 14 days of employment

CONTINGENCY OF EMPLOYMENT

- Acceptable criminal history background check
- Acceptable driving record
- Compliance with Chapter 246-215 WAC, Subpart B, "Employee Health"

Employee Acknowledgement

I have received, reviewed and fully understand the job description of the Meals on Wheels Site Manager. I acknowledge that it does not identify all tasks that may be expected, nor address the standards of performance that must be maintained for continuing employment. I further understand and agree that I am able and responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee's Signature _____

Date _____