



PROGRAM OPERATIONS MANAGER

ORGANIZATION DESCRIPTION

Senior Life Resources is a nonprofit organization dedicated to enhancing the quality of life for individuals in their homes with dignity and compassionate care. Through its key programs, Home Care and Mid-Columbia Meals on Wheels, Senior Life Resources provides essential services such as in-home support for seniors and meal delivery to those in need. With a commitment to preserving independence and promoting well-being, the organization plays a vital role in serving the community and ensuring that older adults can age gracefully in the comfort of their own homes.

POSITION SUMMARY

Senior Life Resources is seeking a Program Operations Manager for our Meals on Wheels program. This role involves managing staff across 8 senior dining centers, ensuring smooth operations, and maintaining the quality of meals delivered to seniors. You will be responsible for recruiting, training, and supervising staff while coordinating day-to-day operations.

ESSENTIAL FUNCTIONS

- **Lead, mentor, and develop staff** across 8 senior dining centers, ensuring team alignment with organizational goals.
- **Develop and implement operational strategies** to ensure efficient meal delivery services and program sustainability.
- **Oversee recruitment, training, and performance management** of site staff, focusing on continuous improvement and staff development.
- **Drive program growth** through strategic community outreach and partnerships, and oversee the successful execution of special projects.
- **Monitor and evaluate program performance** through data-driven decision-making, ensuring key performance indicators (KPIs) are met.
- **Lead cross-functional teams** and collaborate with other managers to ensure seamless integration of operations across departments.
- **Ensure compliance** with all regulatory, safety, and operational standards, particularly in food service delivery.
- **Assist in promoting and coordinating** special projects such as Farmer's Market, Holiday Gift Program, emergency meal distribution, Celebrate Your Pet program, volunteer events, etc.
- Perform other duties as assigned.

SUPERVISOR

Meals on Wheels Director

CLASSIFICATION

Full-Time, Hourly

STARTING SALARY RANGE

\$23.02 - \$33.50

DOQ/DOE/Hour

LOCATION

In Office

Richland, WA

BENEFITS

- **Medical, Dental, Vision Insurance**
- **HRA with Generous Company Reimbursement**
- **12 Paid Vacation Days**
- **Paid Sick Leave**
- **10 Paid Holidays**
- **401 k with Company Match**
- **Employee Assistance Program (EAP)**
- **Public Loan Forgiveness Eligible Employer**
- **Same Day Pay Available with Tap Check Services**
- **8 Paid "Floating Time Off" Hours**

MISSION STATEMENT:

To preserve and enhance the quality of life at home, with dignity and care.

GUIDING PRINCIPLE:

It is not about us, it is about the people we serve.



Home Care Services is a program of Senior Life Resources, an SE WA ALTC COG, and Yakama Nation contractor.

Senior Life Resources
NORTHWEST

Senior Life Resources is an Equal Opportunity Employer.

SKILLS & QUALIFICATIONS

- **Advanced proficiency** in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) with an emphasis on data analysis and reporting for strategic planning.
- **Proven experience in leadership and team management**, with a minimum of 3-5 years in a management role, preferably in nonprofit or community services.
- **Bilingual proficiency (English/Spanish)** is highly desirable for managing diverse teams and serving a multilingual community.
- **Exceptional strategic planning and organizational skills**, with experience in program oversight, staff development, and process improvement.
- **Strong decision-making and problem-solving abilities**, with a history of successfully managing complex, multi-site operations.
- **Experience in food service management** is highly desirable, ensuring a deep understanding of industry-specific challenges and compliance standards.
- **Ability to lead in a fast-paced, dynamic environment**, managing shifting priorities and driving continuous improvement.
- **Budget management experience**, with a proven ability to allocate resources efficiently and meet financial targets.
- **Commitment to confidentiality** and upholding the highest standards of operational integrity.

WORKING CONDITIONS

- This position requires physical effort as a part of the essential functions. Physical effort may involve: prolonged sitting, driving, frequent standing and walking for long periods of time, occasional bending and twisting at the waist, reaching above shoulder, kneeling, squatting, climbing of stairs, and occasional pushing/pulling, lifting and carrying up to 25 pounds routinely and occasionally up to 40 pounds.
- Primary working location will be in Richland, with supported sites located throughout Benton and Franklin Counties.
- Ability to handle a fast-paced environment with shifting priorities.

CONTINGENCY OF EMPLOYMENT

- Acceptable background check, valid Washington State Driver's license, and driving record.
- Access to a personal vehicle for business use and proof of insurance.
- Ability to obtain Washington State Food Worker Card.

APPLICATION PROCESS

Visit <https://www.seniorliferesources.org/careers> to apply. An SLR application is required. Resumes will not be accepted in lieu of an official application but may be attached as supplemental information.

Open until filled. First consideration will be given to applications received by Thursday, October 24, 2024, at 4:00 pm.