

HOME DELIVERED MEAL COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the assessment and re-assessment of senior citizens in order to determine eligibility for services under the county nutrition assistance program providing home delivered meals. Duties also include the monitoring and adjustment of delivery routes in order to assure the delivery of meals in conformance with program guidelines. Duties are performed under the general supervision of the Nutrition Services Coordinator following Aging Department policies and procedures with leeway allowed for the use of independent judgement in handling problems which allowed for the use of independent judgement in handling problems which may hinder the daily operation of the program. Supervision may be exercised over Nutrition Site Managers and other subordinate employees and volunteers. A Home Delivered Meal Coordinator does related work as required.

TYPICAL WORK ACTIVITIES:

- Assists Nutrition Site Managers in establishing meal delivery routes;
- Monitors promptness of meal delivery to ensure palatability;
- Adjusts meal delivery routes as necessary for efficiency;
- Performs outreach visits performing assessments and re-assessments of clients and potential clients and follows up on referrals;
- Refers program participants to other agencies/services;
- Helps Nutrition Site Managers recruit, train, and place volunteers;
- Assembles and maintains program records such as meals served, contributions received, and food inventories;
- Answers inquiries concerning the program;
- Provides for alternative means of meal delivery if need arises;
- Prepares periodic reports of activities for the Department and New York State Office for the Aging;
- Maintains a variety of records and reports related to the program;
- Surveys participants' opinions of the program for quality control;
- May inform other human services agencies of program and its goals.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of the design and implementation of community nutrition programs; good knowledge of the characteristics, needs, and interests of older persons; working knowledge of the nutritional needs of the elderly; working knowledge of community resources available to older persons; working knowledge of budgets and record keeping; skill in human and public relations; ability and desire to work with the elderly; ability to plan and supervise the work of others; ability to readily acquire familiarity with the regulations and policies governing the New York State Nutrition Assistance (SNAP) program; ability to communicate orally and in writing; ability to communicate with persons having physical or language impairments; initiative; tact and courtesy; empathy in handling sensitive human problems; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

A.) Three years of business administration or supervisory experience involving the preparation and serving of food; *

OR

B.) Three years of work experience involving substantial communication with adults involving persuasion, explaining, or counseling. This experience must have involved the exercise of judgement in dealing with or responding to another person. (Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.); *

OR

C.) An equivalent combination of experience as limited by (A) and (B) above.

*Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree or associate's degree in foods and nutrition, food service, nutritional management, nutrition technology, business administration, gerontology, human services or resources may be substituted for all of this experience. Candidates possessing an associate's degree from a regionally accredited or New York State college or university in the social or behavioral sciences may substitute such for two years of the required experience.

SPECIAL REQUIREMENT: Possession of a valid Class D New York State driver's license at time of appointment.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: 4/29/97