



Meal Programs Coordinator

Role Description

Reports to: Seniors Programs Manger

Position Overview:

The Meal Programs Coordinator is responsible for the Meals on Wheels and congregate dining services to provide healthy meals, wellness checks and social engagement for rural seniors. This includes all communications and administrative tasks to carry out the various activities. The Meal Programs Coordinator provides direct service coordination with clients to ensure satisfaction and manages volunteers to deliver the programs. In addition, the Meal Programs Coordinator works closely with the Cooks to provide daily meal planning guidance.

Responsibilities:

- **Provide all planning and facilitation to carry out the monthly Diner's Club.** Promote the Diner's club, engage and communicate with clients to ensure satisfaction, coordinate entertainers and volunteers. Provide direct supervision at all events. Facilitate and support the set up and take down of tables and equipment. Perform a final inspection for cleanliness and adherence to the host site rules. Balance and submit event revenues daily, manage petty cash float. Solicit feedback on a regular basis via client surveys.
- **Coordinate the hot and frozen Meals on Wheels programs.** Recruit and communicate with clients to facilitate orders, coordinate the menus in collaboration with the Cooks. Manage the meal inventories to ensure availability of a broad selection of meals and rotate to ensure timely consumption. Manage volunteer drivers' routes, developing delivery routes for all hot meals. Provide guidance and communicate with volunteer drivers. Ensure the program is promoted with support of the communications team and menus are advertised.
- **Responsible for meeting program metrics and reporting.** Ensure program service targets are met and manage any wait lists. Record all program orders, payments, client notes and statistics into Nesdatrak on a regular basis. Prepare monthly activity and statistical reports consistent with funder requirements and report to the Seniors Programs Manager and Executive Director on a monthly basis. Participate in report development and process improvement initiatives as required.
- **Provide oversight to the Volunteers.** In collaboration with the cooks, recruit, train, mentor and supervise a team of volunteers to support all aspects of the meal programs. Collaborate with the Volunteer Coordinator to attract additional volunteers as appropriate. Properly supervise volunteer work and verify any data and statistics are properly entered in Nesdatrak.

- **Provide professional and compassionate service to all meal clients** in alignment with SFCSC policies and values. Ensure regular communications and follow-up occurs with clients and attention to changes in circumstance are case noted and/or communicated to the Seniors Programs Manager as appropriate. Educate clients about the other available services and support referrals to encourage access.
- **Maintain and nurture community partnerships related to seniors' nutrition.** Build and nurture community partnerships to support and promote seniors' meals programs, education and additional seniors' socialization opportunities consistent with SFCSC vision and mandate. Liaise with external organizations in regards to contracting facility use for program delivery. Provide any community feedback to the leadership team to foster the relationships between organizations.
- **Participate in committee meetings.** Support the Activities Coordinator with the community SALT committee (Seniors and Law enforcement Together). Ensure the delivery of hot meals for all members attending in-person SALT events. Collaborate with other staff for the hosting of volunteer or staff events that take place in the hall.
- **Participate in promotion of all meal programs.** Ensure service targets are met by working with the support of the communications team to promote the programs. Adhere to SFCSC branding and visual identity standards. Conduct outreach initiatives to promote Meals programs and attract new clients. Under the support/direction of the Fundraising Coordinator, participate in fundraising activities as requested. This may include group presentations, exhibits, and open houses. Engage volunteers to support promotions and marketing efforts.
- **Oversee the program budget and equipment servicing and maintenance.** Make planning and purchasing decisions within budget parameters. Collect payments for meals/events, donations, and other fees, and track and record these appropriately and according to the procedures of the organization. Responsible to maintain and monitor freezer temperatures as per KFL&A Public Health requirements. Ensure maintenance and cleaning of all kitchen equipment, such as freezers, cooler bags, meat slicers, dishwasher and oven. Track and submit expenses on a monthly basis.
- **Create and/or maintain detailed procedures** that pertain to the delivery of meal services to ensure smooth and consistent continuation of programs. Review and update annually and to remedy any gaps or changes.
- **Actively participate in training and development** to best support the role within the organization. Seek out education opportunities to address any knowledge gaps and further support the organization. Develop annual deliverable goals and metrics with the Seniors Programs Manager incorporating funder requirements.
- **Support the leadership of the joint health and safety committee** by participating in meetings, inspections, and contributing to ideas and supporting the activities.