Formerly Abbotsford Community Services

Internal/External

Meals on Wheels Program Coordinator
Wage: $23.46 per hour
Part Time: 30 hr/wk.
Monday – Thursday 7:30am – 3:30pm
Permanent

Archway Community Services has been helping people since 1969. We provide more than 90 programs and services to clients at every stage of life. Our vision for the future is justice, opportunities and equitable access for all. We strive toward that goal by fostering community well-being and social justice through positive action and leadership. Come help us help people.

JOB SUMMARY

The Program Coordinator of Meals Services oversees the daily operations of the Meals on Wheels Program. This position is responsible for program development, recruiting and onboarding volunteers, delivering consistent and quality service to clients, and liaising with community stakeholders & suppliers. The Program Coordinator oversees the Meals on Wheels volunteers and practicum students to ensure continuous operation and delivery of the program.

We offer a competitive benefit package that includes extended health and dental as well as a pension plan. Archway was recently recognized as a top 5 finalist in the 2021 Charity Village Best Non-profit Employer – Workplace Mental Health (20+ staff).

RESPONSIBILITIES

Administration and Operations

- Oversees the daily operations of the Meals on Wheels program.
- Ensures effective program delivery that is consistent with agency and program mandates, policies and procedures, legal, and budgetary requirements.
- Negotiates with and maintains good working relationships with meal suppliers and their staff.
- Orders meals as needed for each day and organizes daily delivery routes.
- Oversees, manages, and maintains program supplies including ordering additional program supplies as needed.
- Delegates delivery routes to volunteers and selects the program vehicle or personal vehicle to be used.
- Assists with delivering meals to clients with a program vehicle when volunteers are unavailable.
- Follows policies and procedures outlined by Nissan Canada in the agreement regarding program use of the Nissan vehicle.
- Ensures program vehicles are maintained and kept in good working order including regular fueling, maintenance and oil changes, as well as regular washing and vacuuming.
- Provides client intake, manages and discharges client files, and updates client information as needed.
- Collects and reports program information, including monthly updates and quarterly reporting.
- Assists Supervisor in developing and implementing changes to processes, forms, and data systems as needed.
• Oversees volunteers, practicum students, and/or Canada Summer Jobs students, delegating appropriate tasks.
• Works with the Supervisor to recruit, onboard, and train coverage for the Program Coordinator’s duties during vacation or other short term, temporary leaves, ensuring continuous coverage.
• Ensures the shared kitchen space in Senior Services is kept clean and orderly after personal use.
• Maintains financial records, including following up on overdue accounts, sending invoices etc.
• Works with the Marketing Team to promote Meals on Wheels using a variety of methods.
• Maintains knowledge of the community, its resources and liaises with other agencies and stakeholders.
• Attends and participates in meetings and trainings both in-person and virtually as needed.
• Adheres to Covid-19 protocols, ensuring volunteers and practicum students understand and follow protocols.

Volunteers

• Recruits, selects, onboards, trains, and assigns duties to program volunteers according to agency policy and best practices, in coordination with the Volunteer Coordinator.
• Screens the volunteer’s driving records, ensuring each volunteer is a safe driver.
• Informs the volunteers of the policies and expectations of using a program vehicle or personal vehicle for program purposes.
• Maps out Meals on Wheels routes for volunteers using Google Maps and other tools, ensuring routes are consistent and logical.
• Using the volunteer management system, Better Impact, ensures the volunteer personnel files are accurate, complete and in accordance with Archway Volunteer Policies and Procedures.
• Coordinates volunteers and arranges regular information sessions and meetings as needed.
• Working with the People & Culture Volunteer Coordinator, organizes, promotes, hosts and co-facilitates recruitment and attraction events for Meals on Wheels volunteers.
• Plans, organizes, and delivers recognition and appreciation events for clients and volunteers (e.g., Holidays, birthdays, and volunteer appreciation).
• Manages and addresses volunteer complaints using mediation and conflict resolution principles.
• Maintains supplies for volunteers such as volunteer booklets, name tags etc.
• Other duties as assigned.

REQUIREMENTS AND QUALIFICATIONS

Education and Certification:

• Maintain a satisfactory Criminal Record Check
• Social Services Diploma or equivalent work experience (a combination of education & work experience in the field may be considered)
• Valid Class 5 BC Driver’s License and satisfactory driving record.
• Food Safe certificate is an asset.

Experience:

• At least 1 years’ experience working with older adults.
• At least 2 years’ experience coordinating work.
• Experience supervising, coordinating and/or directing a small team of volunteers or staff is an asset.
Knowledge and Skill Set

- Well-developed verbal, written, and active listening skills, able to communicate effectively and respectfully with people from a variety of backgrounds and experiences.
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- Strong computer competency, able to use Microsoft Office365, virtual meeting platforms such as Microsoft Teams, Zoom, Cisco WebEx and data management systems.
- Well-developed presentation skills, and ability to deliver information clearly and concisely to stakeholders.
- Strong planning, organization and time management skills, and ability to manage competing priorities.
- Well-developed relationship building and networking skills for building rapport with clients, volunteers, suppliers, and other stakeholders, while maintaining professional boundaries.
- Ability to support and work with people who experience barriers accessing and/or using technology.

WORKING CONDITIONS

- Working conditions reflect a calm and professional office environment.
- This position has frequent interruptions, requiring switching tasks.
- This position requires driving a program vehicle or personal vehicle in the community.
- This position requires long periods of sitting & the ability to occasionally lift up to 40 lbs.
- This position may occasionally interact with clients in difficult situations.
- A complete COVID-19 vaccination status is required as per Fraser Health regulations.

**Closing date is March 2, 2022**

TO APPLY

Interested applicants are to reference **Posting 2022-42-01 in the subject line.**

Please submit your cover letter and resume to:

Email: jobpostings@archway.ca

Subject: Job Posting 2022-42-01

No phone calls please. Only short-listed applicants will be contacted.

Must be legally entitled to work in Canada.

Your resume may also be forwarded to other Programs for their consideration for their job vacancies. If you do not wish for your application to be shared with other Programs, please send an e-mail to jobpostings@archway.ca with **DO NOT FORWARD TO OTHER PROGRAMS**, in the subject line of the e-mail and the job reference number to which you applied, in the body of the e-mail.

Archway’s goal is to be a diverse workforce that is representative, at all job levels, of the people we serve. Equity and diversity are essential to excellence. An open and diverse community fosters the inclusion of voices that have been underrepresented or discouraged. We encourage applications from members of groups that have been marginalized on any grounds enumerated under the B.C. Human Rights Code, including sex, sexual orientation, gender identity or expression, racialization, disability, political belief, religion, marital or family status, age, and/or status as a First Nation, Metis, Inuit, or Indigenous person.

We invest in the mental health and wellbeing of our employees.