



Meal Programs Coordinator

Role Description

Reports to: Executive and Operations Supervisor

Position Overview:

The Meal Programs Coordinator is responsible for the hot and cold Meals on Wheels program 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 kitchen and program staff responsible for coordinating the congregate dining program to provide hosting and/or coordination support on occasion.

Responsibilities:

- **Coordinate the hot and frozen Meals on Wheels programs.** Receive referrals, onboard 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 on a monthly basis. Participate in report development and process improvement initiatives as required.
- **Provide oversight to the volunteers.** In collaboration with the cooks and/or Volunteer Coordinator, recruit, train, mentor and supervise a team of volunteers to support all aspects of the meal programs, including home delivery. 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. Onboard new or returning clients to the program, regularly communicate about service satisfaction and address any concerns. Ensure regular communications and follow-up occurs with clients and attention to changes in circumstance

are case noted and/or communicated to the Client Care Supervisor as appropriate. Educate clients about the other available services and support referrals to encourage access.

- **Maintain and nurture community partnerships related to seniors' nutrition.** Develop, maintain and nurture community partners, including local EMS and small businesses and organizations to support and promote seniors' nutrition with meals programs and campaigns such as the March for Meals. Provide any community feedback to the leadership team to foster the relationships between organizations.
- **Participate in program networks and committees.** Participate on the provincial network meetings facilitated by AccessCSS as requested. Using the best practice guidelines, support an internal audit of the program and seek opportunities to improve the services and workflows. Collaborate with other staff for the hosting of volunteer or staff events that take place.
- **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.
- **Oversee the program administration.** Make planning and purchasing decisions within budget parameters. Facilitate billing for meals, donations, and other fees, ensuring any funds received are appropriated tracked and forwarded to the Office Coordinator according to the procedures of the organization. Maintain client records appropriately in the client information system. Assist kitchen staff by monitoring freezer temperatures as per Public Health requirements. 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 such as committee work (e.g. Joint Health and Safety and/or Wellness committee). Develop annual deliverable goals and metrics with the Executive Director/Executive and Operations Supervisor incorporating funder requirements. Participate in cross-training and provide operational support with other roles as required, as mutually agreed to. This may include supporting other roles with vacation coverage.