



**Council on Aging's Meals on Wheels
Volunteer Coordinator Job Description
16.00/hour starting salary**

11/2018

Meals on Wheels Program Description:

Meals on Wheels provides nutritious meals and daily contact from a dedicated staff of volunteers. The program supports independence while promoting the social, physical, and emotional well-being of seniors. The program consists of program staff and volunteer drivers who coordinate to deliver meals to homebound seniors on specified routes Monday through Friday.

Scope of Work:

The Meals on Wheels (MOW) Volunteer Coordinator is responsible for ensuring daily meal routes are covered by volunteer drivers and scheduling of Delivery Associates/Drivers. Preparing data reports for the County on a monthly basis. This position interacts with primarily staff and volunteers on the phone and in person. This is a part-time position that reports to the Director of Health and Nutrition Services. The position is 20 hours per week, Monday through Friday, 8:00 am to 12:00 pm and is located at the headquarter Council on Aging office at 40 Kawana Springs Rd., Santa Rosa, CA 95404.

Duties and Responsibilities:

- Check voicemail and Drivers Log for same-day or future cancellations and process changes.
- Ensure all routes for current day are filled with substitute volunteers and Delivery Associates as needed.
- Call all pick-up site locations to ensure all routes are out for delivery.
- Maintain a strong relationship with volunteer drivers.
- Answer phone calls from volunteers and clients and log calls accurately.
- Assist and act as back-up for other office tasks.
- Coordinate and conduct New Volunteer Driver Orientations.
- Set up ride-along for new volunteer drivers.
 - Ensure all new volunteer drivers are entered into internal database.
 - Ensure all required volunteer driver forms are secure.
- Ensure all volunteer groups submit their monthly schedule of volunteer drivers.
 - A complete annual update of required necessary forms and ensure annual review for all group members.
- Accurate entry of volunteer data into Meals on Wheels database.
- Coordinate system to monitor drivers to observe deliveries.
- Visit each delivery site location monthly or as needed, update the volunteer driver supplies and review procedures as needed.

- Organize delivery data daily, including delivery sheets, driver supplies for temperature checks, menus, notices, and client birthday/greeting cards.
- Notify all volunteer drivers of holiday deliveries and pick up location closures.
- Prepare copies of daily route delivery receipts and temperature check forms monthly.
- Oversee birthday card/recognition program for volunteer drivers.
- Deliver daily routes if necessary.
- Additional administrative support as needed.
- Attend organization meetings.

Job Skills Required:

- Detail-orientated, reliable, punctual and independent.
- Database experience and competency with Word, Excel and Outlook.
- Manual typing/data entry.
- Excellent communication skills both verbal and written.
- Excellent organizational skills.
- Excellent phone manner.
- Professional appearance.
- Clean driving record for 3 years.
- Background check clearance.
- Valid CA Driver's license, proof of auto insurance and reliable transportation.
- Sensitive to the needs of older adults.
- Must be able to lift 25 lbs.
- Availability of a GPS and ability to operate it.

Benefits:

Benefits include healthcare contribution, retirement contribution, paid time off, mileage reimbursement, and holidays.

Interested, Qualified Candidates

Send cover letter and resume to: HR@councilonaging.com