



Upper Shore Aging

Respect | Independence | Purpose

HOME-DELIVERED MEALS PROGRAM SPECIALIST

FLSA Classification:	Non-Exempt	Prepared Date:	March 2025
EEO Classification:	Service Worker	Location:	Talbot County
Reports To:	Director of Senior Centers & Nutrition Senior Center Manager	Hours:	Full-time

JOB SUMMARY:

This position is responsible for organizing the food preparation, packing and meal delivery to housebound individuals in an assigned region through individual efforts and coordination of volunteers to meet Home-Delivered Meals Program operational goals.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

- Meet with and interview homebound clients in their individual homes to determine eligibility for meal program.
- Deliver meals to homebound clients in their individual homes, using a personal vehicle when needed.
- Maintain a pleasant and engaging demeanor. The food delivery may be the only visit or conversation the housebound client has, so this individual can become extremely important to the client's well-being, happiness and healing.
- Pack meals for delivery based on client dietary needs, available food items, nutritional balance, etc.
- Coordinate donations for food items that are required to meet meal program needs.
- Comply with food preparation safety.
- Coordinate needs of the meals program with the Director of Senior Centers & Nutrition and other staff.
- Assist in recruiting and training program volunteers.
- Coordinate and plan delivery routes, schedules, and supervision of volunteer staff.
- Manage program operations to ensure efficiency and needs of housebound clients are met.
- Maintain client records and keep client records updated with yearly reassessments.
- Collect and prepare reports and information necessary for the Director of Senior Centers & Nutrition, and others as requested.
- Stay abreast of all food safety and related updates and compliance information.
- Maintain a valid driver's license and a clean driving record (as defined by the Company's insurance company).
- Perform all other duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES:

- Attend meetings and training sessions as necessary.
- Assist in duties of other staff during their absence and/or as necessary.
- During times of natural disasters or emergency situations, assist in advanced preparation and additional food distribution.
- Employee may be assigned additional program responsibilities such as kitchen duties when the Kitchen Aide is out.

SUPERVISORY RESPONSIBILITIES:

This position has no direct or indirect reports but does coordinate the schedules of the volunteers assigned to the Meals on Wheels program.

QUALIFICATIONS and COMPETENCIES:

Skills and Abilities

Working knowledge of food preparation and sanitation requirements. Adhere to all safety and sanitation policies, procedures and requirements. Must have a passion for helping people. Must have a pleasant, engaging, and approachable demeanor and be able to interact with many different types of people. This position interaction with our housebound clients may be the only interaction from the outside world, so the time with them must remain positive and pleasant. A talent for talking with grocery stores and other contributors for donating food. Strong organization and planning skills. Ability to attract and retain volunteers and work with them effectively in coordinating schedules. Strong verbal communication skills using the English language. Working knowledge of Microsoft products to create and update reports. Attention to detail and efficiency in all activities. Good organization and time management skills. Ability to work effectively as part of a team and individually with little supervision and instruction.

Education and Experience:

High School diploma or GED required. Bachelor's Degree in Social Work or Human Services, preferred. Minimum of 2 years comparable and relative working experience with the elderly or disabled. Prior experience in safe food handling and/or preparation preferred.

Physical Demands, Work Conditions and Environment:

- Ability to lift and carry up to 30 pounds on a regular basis (i.e. boxes of canned goods, coolers, crates of milk and juice, boxes of food, etc.).
- Location of job requires some work completed in a usual office environment, as well as at numerous off site locations (individual homes) and driving a vehicle on a regular basis.
- Occasional exposure to outdoor weather elements while at off site locations.
- Regular reliable access to a vehicle.
- Ability to operate a vehicle on a regular basis.
- May sit and view a computer screen for long periods of time.
- Must be able to speak pleasantly to a variety of individuals in a housebound situation and for speaking to individuals to seek donations of food and/or money.

Eligibility Requirements:

- Must be at least 18 years of age or older.
- Must be willing to submit to a background investigation; any offer of employment is conditioned upon the successful completion of a background investigation, including but not limited to: Driving Record, Criminal Background, Sex Offender Registry, Reference Check, Credit Check, etc.
- Must be willing to submit to a drug and alcohol screening.
- Must have unrestricted work authorization to work in the United States.
- Must have a valid driver's license and proof of insurance coverage.

Disclaimer: The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job. Additional duties may be added or duties may be altered at the discretion of management.

Upper Shore Aging believes that all persons are entitled to equal employment opportunity and does not discriminate against nor favor any applicant because of race, color, religion, sex, national origin, age, veteran status, disability, marital status, genetic information, actual or perceived sexual orientation or any other characteristic protected by federal, state or local law. Furthermore, Upper Shore Aging will make reasonable accommodations to known physical or mental limitations of an otherwise qualified employee or applicant with a disability, unless the accommodation would impose an undue hardship on the operation of our business.

Nothing in this job description is intended to be interpreted or meant as an expressed or implied contract of employment. As an employee of Upper Shore Aging, employees are employed AT WILL. As an AT WILL employee, employees have the right to leave the Company and the Company has the right to terminate employment and compensation, with or without cause and with or without notice, at any time.

Signature

Date