**Status:** Non-exempt

**Congregate Meal Program Coordinator**

## Definition

## The Congregate Meal Program Coordinator is responsible for planning, implementing, and evaluating Missoula Aging Services' congregate meal program, which operates at multiple sites throughout Missoula County. This role involves working closely with community partners to ensure the program meets the nutritional needs of older adults while adhering to the standards of the Older Americans Act. The coordinator creates a welcoming atmosphere that encourages social connection, promotes health and wellness, and includes nutrition education for participants. Serving as the primary support to the Nutrition Program Manager, the coordinator oversees the program's daily operations and ensures its effective management.

## Essential Duties

*(The following are intended to illustrate typical duties; they are not meant to be all inclusive or restrictive.)*

1. Supports the Agency’s mission, vision, values, and philosophy and fully participates in the Agency’s goals, objectives, and strategic initiatives including, but not limited to, being available to work occasional evening and/or weekend events.
2. Plans and coordinates daily meal service, ensures contracted partners comply with local health department safety regulations and adherence to the Older Americans Act guidelines.
3. Works with community partners and stakeholders to develop and maintain menus that meet the dietary needs of the older adult population.
4. Monitors contracts to ensure quality, cost-effectiveness, and efficient management of food-related expenses.
5. Cultivates positive relationships with clients, services providers, and vendors, emphasizing exceptional customer service, handles routine complaints, arbitrates disputes, resolves grievances and regularly gathers participant feedback through conversations and surveys to continually improve the congregate meal program offerings.
6. Engages with meal participants to build rapport, encourage social interaction, and promote involvement in MAS and other community-based programs.
7. Develops and strengthens partnerships with local organizations, restaurants, vendors, and stakeholders to expand program outreach and resources.
8. Collaborates with the Marketing and Communications Manager to promote the Congregate Meal Program through events, social media, marketing, and informational sessions. Engages in outreach by presenting services, building community relationships, attending meetings, and serving on committees to support program goals.
9. Identifies barriers to meal access in rural areas, considering solutions related to transportation and geographic isolation.
10. Develops and delivers nutrition education programs that promote healthy eating habits, tailored to the needs of older adults.
11. Assess the effectiveness of nutrition education programs and makes adjustments based on participant feedback to ensure continuous improvement and relevance.
12. Applies quality assurance practices to ensure the accuracy of data for MAS’ Congregate Meal programs, including meal site operations.
13. Analyzes and organizes data by reviewing, calculating, compiling, and reporting information through electronic records databases including preparing reports to showcase program impact and effectiveness for funding agencies and stakeholders.
14. Reconciles meal counts for contracted providers, prepares monthly reports, and ensures alignment with contractor invoices while maintaining accurate records of attendance, meals served, and participant demographics.
15. Provides input to the Nutrition Program Manager during the budget planning process and assists with developing and managing the program budget to ensure fiscal responsibility and compliance with funding requirements.
16. Practices positive teamwork (i.e., practices collaboration and open communication; embraces diversity; is open to change and continuous improvement; encourages and empowers others to achieve).
17. Performs related duties as assigned.

## Supervision Received

Works under the general direction of the Nutrition Services Program Manager.

## Supervision Exercised

May act as a team lead for special projects, which may include paid, and volunteer positions as assigned.

## Working Relationships

The work entails interacting with Missoula Aging Services staff, older adult clients and their representatives, people with disabilities and their support systems, staff of community agencies, professionals in the community, human service workers, and members of faith-based communities, program clients and the general public.

## Physical/Mental Demands & Working Conditions

Requires moderate physical effort, moving between 5 and 50 pounds, on an intermittent basis (up to 20% of time). Requires high attention to detail or deadlines on an occasional basis (between 45% and 75% of the time). Work requires exposure to multiple disagreeable elements, none of which are of greater than moderate intensity, on an intermittent basis (less than 15% of the time). Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Incumbent is frequently required to walk, stand and/or sit (15% - 45% of the time). Incumbent must have full use of hands, speak and hear normal conversations, grasp or pinch, use a keyboard. Specific vision abilities required by this job include close vision, peripheral vision, depth perception and ability to adjust focus

Employee works primarily in an office environment free of excessive noise or other disagreeable elements; where temperature is regulated with less than 10-degree Fahrenheit variation; and in the homes of clients and congregate dining facilities. The work requires regular travel within Missoula County (between 45% - 70% of the time). Travel outside Missoula County may be required.

The use of a personal vehicle is required. Employee must possess a valid MT Driver’s License and vehicle liability/property damage insurance as required by state law.

## Qualifications

*Knowledge*: Working knowledge of customer service management principles and practices. Considerable knowledge of resources and services available in the community. General knowledge of the needs of older adults and people with disabilities. General knowledge of principles and processes for providing customer services including techniques for handling difficult customers, active listening and assessing customer satisfaction.

*Skill*: Demonstrated critical thinking skills. Average skill in the use of basic mathematics to solve problems. Proven skill in the use of a personal computer and common software applications such as Microsoft Office Suite and web-based outreach. Considerable interpersonal skills, including oral and written communication. Above-average influencing skills. Considerable skill in organizing people and things. Considerable skill in interpersonal relations, including written and oral communication. Proven analytical thinking skills and conflict management skills. Demonstrated skill in data and database management and record keeping.

*Ability*: Demonstrated ability in accomplishing tasks and organizing people and things. Ability to work within a team based, cross functional environment. Ability to successfully interact with a wide range of individuals and organizations of diverse backgrounds and viewpoints. Ability to work independently with minimal supervision.

*Education and Experience:*The knowledge, skills and abilities described above are typically acquired through a relevant associates degree (e.g., Nutrition, Human Services, or Social Services) and three (3) years of relevant work experience, *OR* a suitable combination of education and experience. Volunteer work may be considered in evaluating work experience.

## Competency

*Professionalism:* Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

*Quality:* Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

*Quantity:* Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly

*Safety and Security:* Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly.

## PERSONAL ATTRIBUTES

It is essential for this position to be open-minded and flexible with regard to the work to be performed. This position will require a great amount of self-motivation, self-direction, and discipline. Must be able to work and perform under moderate to high pressure. A high level of organizational skill is necessary in receiving and prioritizing clients. Must be willing to assist other co-workers as needed without direction to do so. Teamwork and flexibility are essential to this position and to the company.

It is essential that the person in this position understands the policies and procedures as set out by management and works as a team member for the good of the company. This position will be cross trained in other areas of the support staff duties.

**I understand that this job description is presented as a matter of information only and nothing contained in this job description shall be construed as an agreement or contract of employment between Missoula Aging Services and the employee.**

**I acknowledge receipt of job description and have read and understand the duties outlined above.**

**Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Program Director Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_

HR Director Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_