



JOB DESCRIPTION

TITLE: Meals on Wheels & More Director

ORGANIZATION: Whatcom Council on Aging (WCOA)

REPORTS TO: Executive Director (ED)

STATUS: Full Time, Exempt

SALARY/WAGE RANGE: \$80,000 - \$100,000 (DOE / DOQ)

THE ORGANIZATION:

The Whatcom Council on Aging, in partnership with the people we serve, offers nutritional, health, social, recreational, and educational programs that promote lifelong independence for seniors.

SUMMARY OF POSITION:

The Meals on Wheels and More (MOW&M) Director is responsible for supporting the health and independence of seniors aged 60 and over living in Whatcom and San Juan Counties through home-delivered "Meals on Wheels" and Senior Community Meals. MOW&M is the largest WCOA program, with a long history of meeting significantly growing needs (246,027 meals provided in 2022). The WCOA Board prioritized the pursuit of a new central kitchen. We are looking for a leader to help make this vision a reality.

We seek a fun, energetic, innovative team leader who has a passion for senior nutrition and keeping our seniors fed and connected. This role will mentor and grow a committed, mission-driven team. The position requires strong planning and implementation skills, budget and program development, monitoring and reporting experience, and creative problem solving. We seek a relationship-building, collaborative candidate to build on existing community partnerships and develop new ones. We seek a technology savvy leader who will oversee the implementation of recently purchased program software. This role serves on the WCOA Senior Leadership Team and is a key player in achieving the Board's strategic vision.

DUTIES AND RESPONSIBILITIES:

- Develops and monitors goals and work plans to achieve strategic priorities.
- Manages program income and expenses, maximizing program outreach and efficiency.
- Works collaboratively with the Director of Donor Engagement to secure program funding.
- Develops and implements new programs that further the WCOA mission.
- Negotiates and monitors contracts for nutrition program facilities, catered meals, and services.
- Administers government and non-government agency contracts and grants.
- Develops and monitors systems to collect and organize data for program reports and grant audits.
- Monitors collection and recording of participant information, both congregate and home delivered.
- Monitors home delivered meal participant files to screen for eligibility and need for other services.
- Ensures all required assessments, reports and records are completed in a timely and accurate manner.
- Prepares and/or directs the preparation of the program's annual plan, budget, and grant applications.
- Directs the overall operation of MOW&M Office, Freezer Inventory and Kitchen teams.
- Supervises the Food Services Manager who is responsible for all food service operations. Ensures all program standards and local health codes are met.
- Responsible for the recruitment, hiring, training, development, management, and retention of high quality, caring and diverse program staff and volunteers (6 direct reports, 23 total team members).
- Facilitates regular staff meetings, staff check-ins, trainings, and performance reviews.

- Reviews program needs with nutrition sites staff, volunteers, and partner organizations to ensure programs standards compliance.
- Builds relationships with community organizations, funders and stakeholders to further program goals.
- Represents Meals on Wheels and More with tact, diplomacy, and professionalism.
- Develops and maintains information for the WCOA website and social media platforms.
- Performs other job duties as assigned.

MINIMUM QUALIFICATIONS & EXPERIENCE:

Education & Experience

- Four-year degree preferred.
- BA or BS in Nutrition, Community Health, Human Services, Social Work, Gerontology, Public Administration, Recreation, or related field desired.
- Previous nonprofit program administration experience preferred.
- Previous experience in senior nutrition programs and Meals on Wheels desired.

Knowledge, Skills & Abilities

- Self starter with drive, motivation and proven history of reaching / exceeding goals.
- Possesses excellent leadership, organizational and project management skills.
- Ability to recruit, train, lead, mentor and retain a high performing team.
- Ability to think conceptually about program goals and implement strategies to achieve them.
- Ability to plan, organize, prioritize, and coordinate the work of individuals and a complex program.
- Ability to work with individuals from a variety of backgrounds using courtesy, tact, and sensitivity.
- Strong relationship building skills and professional presence with key stakeholders.
- Strong written and oral communication skills.
- Works well under pressure and able to manage multiple initiatives at the same time.
- Strong computer skills in all Microsoft applications (Word, Excel, PowerPoint, Outlook email).
- Ability to use technology to improve processes and efficiency.
- Exercise sound judgement with the handling and managing of confidential information.
- Excellent customer service and conflict resolution skills.
- Demonstrated interest in and ability to work with a population age 50 and over.

Licenses / Certificates

- Must have a valid driver's license, appropriate insurance, and a car available for work-related travel.
- Ability to obtain a Food Handler's Permit and Basic First Aid / CPR certification.

BENEFITS

- Health and dental insurance.
- Generous paid time off plan.
- Retirement plan - Employer matching after one year of employment.
- Employee Assistance Program (EAP).

The statements contained herein reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may be asked to perform other duties as needed.

It is the policy of the Whatcom Council on Aging to not discriminate in services and employment. The WCOA complies with Section 504 of the Rehabilitation Act of 1973 and Title VI of the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990.

Employee Signature

Date