



Community Emergency Service, Inc. Meals on Wheels Program Manager Position Description

About Community Emergency Service (CES): Inspired by the vision of Pastor William Berg and the philanthropy of Russell Lund, Sr. of Lund's Foods, Community Emergency Service (CES) was organized in 1971 as an outreach ministry of Augustana Lutheran Church of Minneapolis. Today we have our own 501 (c) (3) status, operate six core programs, serve over 117,000 individuals annually, and give out over 500,000 lbs. of food. We strive to alleviate hunger in all forms.

We operate in a neighborhood that is culturally, ethnically and religiously diverse. We strive to serve all our neighbors in need, as Christ would have us do, without distinction or test. We invite support from volunteers and donors and are open to collaboration with other agencies, regardless of religious affiliation. CES is an equal opportunity employer and is committed to equity and inclusion.

Our Values: We are community, servants, stewards, good neighbors, and we respect the dignity of each person.

Our Mission: Rooted in God's loving grace, Community Emergency Service transforms lives by serving neighbors, sharing resources and becoming community – *a place where people come hungry and leave hopeful.*

Statement of Purpose: To increase food security and quality of life among older adults and people with disabilities through leading effective, impactful, community-based Meals on Wheels program.

Summary:

The Meals on Wheels Manager manages the program for CES, which serves homebound seniors and the disabled with a daily meal and a warm smile allowing those we serve to live an independent life with dignity. The Meals on Wheels Manager is responsible for administration and operations of all aspects of the Meals on Wheels program, including program visioning, budgeting, data tracking, supervising a team of staff and volunteers, client intake, assessments and invoicing.

Major Responsibilities and Activities

Client & Staff Management

- Participate as a member of the CES Team in fulfilling the overall mission of the organization
- Oversee intake process with all Meals on Wheels clients, coordinate meal preparation and delivery
- Maintain on-site health standards, and provide community resources assessment
- Participate in program planning and evaluation

- Provide staff support to maintain other CES Programs

Management and Financial Supervision

- Maintain all necessary documentation on clients, program data, program outcomes, demographics, and other statistics required for reporting purposes and according to agency procedures
- Assist with monthly client billing, including follow-up with clients
- Assist in the development of the program's yearly budget
- Review vendor invoices and submits to administration for payment

Volunteer and Other Administration

- Manage the supervision and training of volunteers involved in the preparation and delivery of meals
- Work in coordination with the Volunteer Engagement Team to recruit and schedule volunteers
- Serve as a representative and ambassador for CES in the community at large
- Oversee client intake, resource assessment, and home visitation
- Perform other duties as assigned by CES management

Position Requirements:

- Two years of Management Experience
- College degree
- Experience in social/human services or other appropriate area
- Strong organizational skills, problem-solving ability, active listening and excellent communication skills
- Able to work with a highly diverse community
- Computer literate, and willing to learn new technology needed for the program
- Self-directed and detail oriented
- Have a valid MN Driver's License with a clean driving record

Position Title: Meals on Wheels Program Manager

Supervisor: Operations Director

Reports to this Position: Meals on Wheels staff and volunteers

Location: 1900 11th Ave. S, Minneapolis, MN 55404

Hours: Full Time, Exempt

Salary: Commensurate with experience

Summary of Benefits: Health, dental and vision insurance; Accrued paid time off (Vacation and Sick/Safe Leave); optional FSA; 401K Retirement with employee match after 1 year and 1,000 hours

To apply for this position, forward your resume and cover letter to:

Mike Lloyd, Executive Director, mlloyd@cesmn.org