

Position Description	
Position: Social Services Programmer	AFSCME Union
Department/Site: Pioneer Community Center	FLSA: Non-Exempt
Evaluated by: Social Services and Community Center Manager	Salary Grade: 27

Classification Summary

The Social Services Programmer coordinates and performs tasks associated with Social Services programs at the Pioneer Community Center. Social Services include Meals on Wheels, transportation services, the kitchen and onsite meals, community center recreation, and client referral support. Primarily the position is assigned to coordinate the efficient operation of the Meals on Wheels home delivery service. This includes training and scheduling of volunteers, oversight of packing meals, pick-up and delivery, client reassessments, and maintenance of accurate records for Meals on Wheels clients and volunteers. The position may also provide general office support, kitchen assistance, transportation management, corporate outreach, and community engagement as needed.

Distinguishing Characteristics

The Social Services Programmer represents the mid-level in the social services career path. Advancement to this position is based on vacancy or need, compliance with the stated qualifications and demonstrated ability to coordinate the Meals on Wheels program, including the social services component as well as the food service delivery program. Social Services Programmer performs lead work in support of the Social Services Coordinator as determined by the Social Services and Community Center Manager.

Typical Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties or specific tasks that may be assigned to a particular position. The incumbent may perform a combination of some or all the following duties:

- Plans and coordinates the activities of the Meals on Wheels and other social services community programs or projects; develops volunteer schedules to accomplish program goals and objectives. Assists with case management of the Meals On Wheels (MOW) clients. Provide information for additional services as needed. Participates in menu planning, and review of food production issues/quality assurance.
- Monitors and evaluates program effectiveness in meeting established objectives; develops and implements procedural improvements, recommends policy changes to higher level management.
- Recruits and/or makes hiring recommendations to the Manager for program staff and volunteers; leads the work of program support staff and volunteers in the nutrition program, provides direction to kitchen staff on nutritional issues; reviews program routines involving the follow-up to difficult MOW case problems, dietary restrictions, and ensuring safety protocols are followed. Makes referrals to other agencies for services assessed and needed.
- Is responsible for training, managing, and overseeing volunteers in the nutrition program. Must be able to re-direct and ensure volunteer compliance with health codes, and quality assurance

standards as well as following all program requirements for meal delivery. May be required to terminate volunteers as needed.

- Coordinates development and maintenance of client and or program record keeping systems; manages or reviews client/program case files; prepares required statistical or written reports for various agencies. Follows all federal, state, and local recordkeeping requirements.
- Coordinates the activities of the program/project with other human service or community programs within assigned department and other community and government agencies; serves as liaison to private industry and resource support.
- Coordinates, prepares and submits grant applications; ensures compliance of grant reporting requirements for nutrition and transportation programs.
- Oversees coordination of and conducts public relations and outreach activities; recruits volunteers and donations, develops resources within community and private organizations; provides program information to the public, community groups and agencies, prepares or reviews flyers, brochures, newsletter articles, correspondence, and materials for social media.
- Provides direct program services, particularly in complex urgent or sensitive cases.
- Performs Meals on Wheels delivery duties for routes lacking volunteer coverage and follows up with the home delivery participant if the driver cannot deliver the meal.
- Maintains route books with accurate delivery information on MOW participants; makes adjustments as needed.
- Is responsible for home delivery participant care, including reassessments, change of condition tracking, and record maintenance; alerts Social Service Coordinator and Social Services and Community Center Manager as necessary regarding needs/high-risk clients.
- Plans and executes additional events or holiday programs specific to the nutrition program

Minimum Qualifications

Knowledge

The position requires specialized knowledge of:

- Methods and techniques in the field of food service and specifically of a home bound and congregate meal program
- Principles and practices in public relations, volunteer management and training.
- Skills necessary to understand various aspects of food service delivery and policy implementation of proper food service packaging, handling, and management.
- Best practices and interpersonal skills in working with individuals of limited economic and social resources.
- Community resources, case management methods and practices
- Program evaluation and resource management.
- State, Federal, County, and City guidelines and compliance.

Skills and Abilities

This position requires the ability to carry out, but is not limited to, the following functions:

- Plan and administer a Meals on Wheels program; effectively utilize available staff and volunteers, program resources, communicate effectively in both written and oral form
- Lead the work of assigned staff and volunteers; incorporate team participation in decision making
- Relate to a wide range of clients and client needs
- Interpret policies and assist in developing corresponding practices
- Gather, evaluate, and share data
- Establish and maintain effective working relationships with program clients, community, private and government agencies, County employees and the public
- Prepare and present written and oral presentations to the public
- Provide direct program services
- Operate computer software and other office and kitchen equipment.
- Must be organized and proficient in software programs required for the position.

Education, Training, and Experience

The position typically requires an associate's degree in social services and two years of experience, or any combination of the required knowledge, abilities, and skills.

Other Requirements

- Must pass a criminal background check which may include a national or state fingerprint records check.
- Valid driver's license required
- Must be able to obtain food handler's card, first aid and CPR certifications within 60 days of employment

Working conditions/Physical and Mental Demands

The incumbent will perform work of a sedentary to active nature. Requires sufficient ambulatory ability to sit, walk, stand, bend, stoop, crawl, lift, carry, push, pull and reach for extended periods of time. Requires manual dexterity and coordination to operate equipment in the kitchen as well as computers, keyboards, and other standard office equipment. Requires sufficient visual acuity to observe work and to drive a vehicle. Requires sufficient auditory ability to hear equipment and carry on conversations. Work is performed in both a kitchen and office setting, as well as making home deliveries.

This job/class description, describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, work steps, and skills required of the job.