

## **Meals on Wheels Job Descriptions 2011**

### **Volunteer positions have job descriptions with term limitations:**

- 1) Program Director (full time employee).**
- 2) Client Meal & Quality Control Coordinator /Assistant to Director (part time employee).**
- 3) Volunteer & Fundraising Coordinator /Assistant to Director\* (future part time employee).**
- 4) Marketing, P.R. and Communications Coordinator (volunteer) 1 year renewable term limit.**
- 5) Calendar Coordinator (volunteer) 2 year renewable term limit.**
- 6) Records Coordinator (volunteer) 2 year renewable term limit.**
- 7) Webmaster (volunteer) 1 year renewable term limitation.**
- 8) Treasurer/Billing & Accounting Coordinators (2 positions, volunteer) 2 year renewable term limit.**
- 9) Grant Writer & Researcher\* (future position, paid contract employee) no term limit.**
- 10) Graphic Designer/Multimedia Creator (volunteer) 1 year renewable term limit.**
- 11) Route Coordinators (volunteer) 1 year renewable term limit.**
- 12) Route Drivers (volunteer) 3-12 month renewable term limit.**
- 13) Office Clerical Support/Interns (volunteer) 3-12 month renewable term limit.**
- 14) Board Recording Secretary**
- 15) Board Corresponding Secretary**

## **Appointed Committees**

- 1) **Information Technology Committee**- Ad Hoc, appointed volunteers, 1 year term limit. Reviews website, online payments, social media campaigns and technology needs (software and hardware) and future direction of the organization. Procure all hardware and software. Creates and oversees written technology projects for student interns.
- 2) **Fundraising Committee**- appointed volunteers, 1 year term limit. Plan, staff and create an annual calendar of fundraising events. Create budgets for events. Write annual direct mail appeals. Work on grants; research, writing and assistance with grants administration under Director. Correspondence with and stewardship of donors is an integral part of this committees' work.
- 3) **Subsidy Committee**- appointed volunteers, 1 year term limit. Develop and oversee the organization's subsidy plan and create a budget line for annual subsidy by the organization. Determine client eligibility requirements for subsidy. Review all current clients yearly.
- 4) **Strategic Planning Committee**- appointed volunteers, 1 year term limit. Work on Board Governance, new missions and long-term plan for the organization. Create a macro vision of organization and its goals. Write a 3 year plan with direction of Director; bring it to the board for discussion. Ensure by-laws reflect and stay current with 3 year planning.
- 5) **Nominating Committee**- appointed volunteer Route Coordinators, 1 year term limit. Nominate candidates for office.
- 6) **Audit Committee**- appointed volunteers, 1 year term limit. Review annual financial records, make subsequent reports to Board. Make financial recommendations to board.

## **PASCACK VALLEY MEALS ON WHEELS**

**Job Title: Webmaster**

**Status: Part-Time Volunteer**

**Time Commitment: 6 hours/month, Term Limit: 1 year, renewable.**

**Reports To: Director**

**Duplicate Responsibilities with: Marketing, P.R. and Communications Coordinator.**

**Overall Job Description: Working independently and off-site, design and maintain the organization and layout of web pages and write content for Organization website. Choose and Upload photos for website. Work with volunteer graphic designers, if needed. Attend meetings in order to stay current on all events and reflect them on the website. Update website content on a bi-monthly basis and on-time during emergencies. Manage payment system through PAYPAL.**

**Requirements: Applicant should be proficient in writing and designing graphic web pages in accordance with organization's current host system requirements. Applicant should be a skilled writer able to create a concise press release and succinct written web content. Must be detail-oriented, reliable and prompt. Applicant must be willing to commit to off-hours duties in event of emergencies. Must be computer proficient and familiar with email and social networking. Applicant should be proficient in the PayPal online payment system Writing or computer background preferred. Must be willing to train to back up essential duties of Marketing & Communication Coordinator when position is open and unfilled.**

### **Specific Tasks and Duties:**

**Work with Director on creating and updating web content on a timely (bi-monthly) basis.**

**Attend bi-monthly Meet & Greet meetings and important Board Meetings (when required).**

**Phone meeting with Director weekly.**

**Write basic press releases covering recent MOW events.**

**Update web posts to reflect emergencies and inform drivers of any route closures in a timely fashion to aid in uninterrupted meal delivery and to limit volunteer confusion.**

Design and update web-based forms as needed.

Manage web-based payment systems, i.e. PayPal.

Perform essential duties of Marketing & Communication Coordinator when position is open and unfilled.

#### **PASCACK VALLEY MEALS ON WHEELS**

**Job Title: Marketing, P.R. and Communications Coordinator.**

Status: Part-Time, volunteer/paid. Reports To: Director

Time Commitment: 8-10 hours/month, Term Limit: 1 year renewable term.

Duplicate Responsibilities with: Webmaster and Office Clerical Support Volunteers.

**Overall Job Description:** Communicate with board members, volunteers, donors and the public through the website, email, social media, written and telephone systems in order to promote better organizational communication. Promote special events and aid in fundraising, and aid in program meal delivery to clients.

**Applicant Requirements:** Proficiency in writing and designing web pages in accordance with organization's current host system requirements. Must be computer proficient and familiar with email and social networking. Applicant should be a skilled writer able to create concise press releases and succinct written web content. Must be detail-oriented and able to multi-task. Should have ability to design and write artistic graphic brochures. Must have excellent oral communication skills. Able to delegate work for clerical office support. Must have ability and willingness to train as substitute webmaster. Applicant should be willing to commit time to fundraising endeavors (sales, P.R., volunteer recruitment, set up and clean up, etc.). Background in writing, communications, public relations or related field and experience in event management a plus.

#### **Specific Tasks and Duties:**

Email committee reports to board members once a week.

Write content and design a biannual mailed newsletter. Write direct mail pieces and press releases utilizing NMOW Association source material, work with graphic designers.

Responsible for weekly donor correspondence. Work on fundraising as needed.

Update and write website content and update social media outlets as needed (weekly).

Write and email "Constant Contact" weekly; deliver phoned Swift Reach version of same.

Create and delegate clearly communicated office tasks for clerical office volunteers.

**Organize Meet & Greet monthly volunteer meetings (potluck, attendance, location etc).**

**Write and communicate updates/changes to routes, news on clients, cancelations/closures.**

**Perform essential duties of Webmaster when position is open and unfilled. Train others in duties of position to ensure duplication of skills across organization.**

#### **PASCACK VALLEY MEALS ON WHEELS**

**Job Title: Calendar Coordinator**

**Status: Part-Time Volunteer**

**Time Commitment: 6-8 hours/month, Term Limit: 2 year, renewable**

**Reports To: Director**

**Duplicate Responsibilities with: Records Coordinator.**

**Overall Job Description: Working both independently and on-site, prepare and deliver (electronically or through mail) a bi-monthly calendar of scheduled meal delivery routes with current/updated driver assignments. Work with volunteer route coordinators when needed.**

**Applicant Requirements: Proficiency in working with computers in accordance with organization's current system (Google Calendar application) requirements. Must be familiar with email and social networking. . Must be detail-oriented , reliable and able to enforce deadlines when necessary. Must have excellent oral communication skills. Must have ability and willingness to train as substitute Records Coordinator. Applicant must be willing to commit to off-hours duties in event of emergencies. Must have a clean driver's license and access to a vehicle or transportation. Applicant should be willing to commit time to fundraising endeavors (sales, P.R., volunteer recruitment, set up and clean up, etc.) .**

**Specific Tasks and Duties:**

**Gather information from route coordinators to create bi-monthly calendar of route drivers.**

**Release schedule on Google Calendar to coordinators and office in a timely fashion via email.**

**Take printed calendars and mail them manually to coordinators and any drivers requesting hard copies.**

**Maintain a list of route coordinators and drivers; phone numbers, email and communication preferences. Work with Records Manager to update list information via bi-weekly email.**

## PASCACK VALLEY MEALS ON WHEELS

### Job Title: Records Coordinator

Status: Part-Time Volunteer

Time Commitment: 6-8 hours/month, Term Limit: 2 year, renewable

Reports To: Director and Client Coordinator.

Duplicate Responsibilities with: Calendar Coordinator.

Overall Job Description: Working both independently and on-site with office staff, coordinate and maintain the organization's "Track Via" software database to create and deliver reports on volunteers and donors for Director, Treasurer and Fundraising Committees.

Applicant Requirements: Proficiency in working with computers in accordance with organization's current system (Track Via database). Applicant should possess excellent math skills, have expertise working with databases and be able to manipulate, analyze and compare data over time. Applicant should be comfortable making public presentations and be willing to commit time to fundraising endeavors (sales, P.R., volunteer recruitment, set up and clean up, etc.) and work with fundraising committees. Must be familiar with email and social networking. Must be detail-oriented, reliable and organized. Must have ability and willingness to train as substitute Calendar Coordinator. Previous experience with fundraising and ability to recognize fundraising trends a plus.

#### Specific Tasks and Duties:

Work on-site with Director and staff weekly to maintain Track Via database of individual and organizational information (names, contact information and preferences, type of donor, giving level and history, payment methods). Weekly meetings will last at least one hour.

Work on-site with Director and staff weekly to maintain Track Via database of volunteer information (new and expired volunteers, contact information, communication preferences).

Working off-site, create and deliver database reports for Director, Treasurer and committees based on independent analysis of Track Via database.

## PASCACK VALLEY MEALS ON WHEELS

### **Job Title: Route Coordinator**

Status: Part-Time, Volunteer

Time Commitment 8-10 hours/month, Term Limit: 2 years, renewable.

Reports To: Director. Position is also an active Board Member.

**Overall Job Description:** Working independently and off-site, coordinates volunteer drivers to create and cover a bi-monthly schedule of delivery routes for client meal delivery. Find substitutes to ensure uninterrupted meal delivery to route. Submit computerized calendar of driver assignments to all route volunteers via email/or mail printout in a timely fashion. Train new drivers in; deliveries, client location, quality control process and interpersonal and dietary needs of route clients (usually disabled seniors). Assist in enlisting new volunteers for routes, via local outreach as needed. Maintain volunteer information and report changes to office. Survey drivers regarding Volunteer Appreciation Luncheon dates, and report to Luncheon Committee. Assist Director with Volunteer Appreciation efforts, as needed. Act as MOW Board Member; attend bi-monthly meetings, participate in frequent fundraising planning and execution (sales, P.R., volunteer recruitment, set up and clean up, etc.). Acting as Board Member, participate in general decision-making and voting on current and future organizational issues. Position requires a training period.

**Applicant Requirements:** Proficiency in working with computers. Must be detail-oriented, reliable, prompt and able to enforce deadlines when necessary. Must have excellent people skills. Must have ability to train others. Applicant must be willing to commit to off-hours duties in event of emergencies. Must have a clean driver's license and access to an insured vehicle with a large trunk and willingness to use their own gasoline to complete the route. Applicant must be willing to commit to daytime duties (usually 8 a.m.-1 p.m.) in event of emergencies and be able to cover unscheduled driver absences and no-shows. Act as guardian of client health and safety in accordance to the MOW Organization's Code of Ethics and its standards of professional and appropriate personal conduct

#### **Specific Tasks and Duties:**

**Scheduling:** 2 hours/month.

**Substitute Driving:** 0-3 hours/month.

**Fundraising:** 1 hour/month.

**Board Meetings:** 1 ½ hours/month.

**Volunteer recruitment and appreciation efforts:** 1 ½ hours/month (with Director).

## **PASCACK VALLEY MEALS ON WHEELS**

### **Job Title: Route Driver**

**Status: Part-Time, volunteer.**

**Time Commitment: 2 hours/month, Term Limit: 1 year, renewable.**

**Reports To: Route Manager and Director.**

**Overall Job Description: Working independently and off-site, act as volunteer driver to ensure uninterrupted coverage of a schedule of client meal delivery (usually driving once monthly). Coordinate meal pickup and delivery, check route and client locations, maintain strict hot and cold food quality control process and become familiar with the interpersonal and dietary needs of route clients (usually disabled seniors). Deliver meals in prompt fashion and act as guardian of client health and safety in accordance to the MOW Organization's Code of Ethics and its standards of professional and appropriate personal conduct when on a route delivery.**

**Applicant Requirements: Ability to work steadily in early morning hours (10 a.m.-12 p.m. is a requirement). Applicant should be willing to act as a substitute driver to ensure uninterrupted meal delivery to route, and is responsible for scheduling coverage for their own planned absences. Applicant must be reliable and prompt, have a cell phone, a clean driver's license, access to an insured vehicle with a large trunk and willingness to use their own gasoline to complete the route. Applicant should be able to access a computerized calendar of driver assignments (mailed printouts can be given in exceptional situations). Applicant should enjoy interacting with the elderly and with animals. Applicants are expected to participate in fundraising planning and execution (sales, P.R., volunteer recruitment, set up and clean up, etc.) when asked. Applicants must be willing to submit to a background check and a short training period.**

#### **Specific Tasks and Duties:**

**Pick up and check food and drink inventory against an established list of client needs, checking that dietary restrictions and food quantity and quality issues are met before route commences. Responsible for own gasoline purchases and car maintenance .**

**Drive to route destinations and walk inside client residences to hand deliver food. In client absences, deliver food to a sidewalk cooler. Greet and socialize with clients in an appropriate fashion, noting client health and safety issues. Report any concerns immediately to Director and Route Managers.**

**Return MOW client and route list and coolers to pickup site at end of route. Report any meal quality concerns, substandard unsafe coolers or any unexpected client absence or non-responsive clients (health or communication problems or inability to answer doorbell )to Client Coordinator immediately.**



## **PASCACK VALLEY MEALS ON WHEELS**

### **Job Title: Treasurer**

**Status: Part-Time, Volunteer.**

**Time Commitment: 20 hours/month, Term Limit: 2 years, renewable.**

**Reports To: Director, Board of Trustees. Position is also an active Board Member.**

**Duplicates Responsibilities with: Bookkeeping Coordinator.**

**Overall Job Description: Work independently on and off-site to maintain the organization's financial records. Meet with Director weekly. Keep full, accurate receipts and disbursements, track donations, prepare budgets. Oversee billing and accounts receivable. Responsible for depositing (causing to be deposited) all organization monies and valuable effects. Audit organization's website. Oversee preparation /distribution of organization's payroll. Oversee electronic payments (PAYPAL). Prepare and file insurance forms, state and federal taxes. Prepare and deliver accurate statements/reports on all organization's accounts and tax and financial matters; reporting to Board, Corresponding Secretary and Director. Attend all Board Meetings and fulfill additional /voting responsibilities. Train and oversee volunteer Bookkeeping Coordinator and cover the duties of that post in case of vacancy.**

**Applicant Requirements: Applicant must submit to a background check and agree to give bond with approved surety. Must be computer proficient and familiar with electronic banking. Must be detail and deadline oriented. Must be available during off hours and working hours in order to meet banking, finance and tax deadlines. Must be willing to exhibit account statements promptly, as needed. Applicant should have extensive experience in accounting and tax preparation (CPA preferred). A managerial background and experience in training others is desired. Applicant will oversee and train Bookkeeping Coordinator and oversee Webmaster. Familiarity with PAYPAL, payroll procedures and grant proposal budgets a plus.**

### **Specific Tasks and Duties:**

**Write/balance budgets and submit for approval. Balance all accounts.**

**Oversee Bookkeeping Coordinator in billing and accounts receivable and creation/distribution of payroll. Oversee Bookkeeping Coordinator's transfer of electronic payments (PAYPAL) to brick and mortar bank. Conduct regular audits of all accounts under Bookkeeping Coordinator.**

**Audit website and oversee Webmaster in writing/posting of required legal terms on website.**

**Receive , oversee and report on all donation information and data, maintain those records/reports, analyze and categorize donor data, prepare/deliver written donor reports to Director and Board.**

**Prepare State and Federal Taxes within deadlines and report to Board on these matters.**

**Prepare budgets/reports for County Office on Aging and needed grant proposals.**

## PASCACK VALLEY MEALS ON WHEELS

### **Job Title: Bookkeeping Coordinator**

Status: Part-Time, Volunteer.

Time Commitment: 4 hours/week, Term Limit: 2 years, renewable.

Reports To: Director, Board of Trustees, Treasurer.

Duplicates Responsibilities with: Treasurer.

**Overall Job Description:** Work independently on site to maintain the organization's financial records. Keep full, accurate receipts and disbursements, oversee billing and accounts receivable, balance accounts/checkbooks. Responsible for depositing (causing to be deposited) organization monies and valuable effects. Oversee bi-weekly preparation /distribution of payroll; cut and deliver checks. Oversee electronic payments (PAYPAL). Prepare monthly client meal bills, working in Excel. Assist Treasurer with donor database. Train to duplicate basic functions of Treasurer and temporarily cover the duties of that post in case of vacancy, including attendance/reporting at Board meetings.

**Applicant Requirements:** Applicant must submit to a background check and agree to give bond with approved surety. Must be computer proficient in Excel and electronic banking (PAYPAL) and be deadline and detail oriented. Must be available at both off hours and working hours to meet banking, finance and tax deadlines and must be willing to exhibit account statements promptly, as needed. Applicant should have extensive experience in bookkeeping or accounting. Background in payroll procedures required.

### **Specific Tasks and Duties:**

Balance all organization checkbooks and accounts; make monthly report to Treasurer.

Weekly payment of bills (insurance, bonds, phone, food service, supplies, fundraising costs, etc.).

Create and electronically /manually distribute bi-monthly payroll checks.

Prepare monthly electronic /paper client meal bills, working with Assistant to Director.

Submit to regular audits of all accounts under Treasurer, and to Director/Board as required.

Oversee /transfer electronic payments (PAYPAL) to local brick and mortar bank; make monthly report to Treasurer.

Assist with donor database; copy donation receipts, deposit electronic payments to local bank, submit reports/deposit receipts to Treasurer; make monthly donor report to Treasurer.

Act as organization's liaison to local bank; make all deposits, maintain a personal relationship to discuss organization's needs and assist bank in best banking practices and report on these as needed.

**PASCACK VALLEY MEALS ON WHEELS**

**Job Title: Graphic Designer/Multimedia Creator**

**Status: Part-Time, Volunteer.**

**Time Commitment: Project-Based. Term Limit: 1-3 months, renewable.**

**Reports To: Director.**

**Overall Job Description: Working independently and off-site, creates and delivers visual components of various media (graphic design projects) that support the MOW organization's missions and fundraising efforts.**

**Applicant Requirements: Must be computer proficient and up to date on all recent graphic design software systems (Adobe Photoshop, Quark, Illustrator, PageMaker, etc.). Applicant must be familiar with social media. Experience in html and/or web page design strongly preferred. Applicant should be deadline- oriented, reliable and able to work without supervision. A background in graphic or visual arts strongly preferred, but not required.**

**Specific Tasks and Duties:**

**Working within deadline, create and deliver visual components of various media/ graphic presentations such as: flyers, promotional brochures, newspaper advertisements, point-of-sale selling pieces, web pages and social media campaigns.**

## **PASCACK VALLEY MEALS ON WHEELS**

### **Job Title: Grant Writer/Researcher**

**Status: Part-Time Contract Position, Paid or Volunteer.**

**Time Commitment: Project-Based. Term Limit: 2-6 months, renewable.**

**Reports To: Director.**

**Overall Job Description: Identify, define and develop funding sources/ grants, provide proposals to MOW Director and Board of Trustees. Work independently and off-site to provide written drafts and final proposals for public agency (state or federal), private foundation and corporate partner grants. Applicant reports to Director in person periodically over the grant-writing cycle. Applicant must be willing to submit to extensive personal and financial background checks and training in grant-writing procedures unique to the organization. Applicant must attend needed County-sponsored grant meetings, as needed. Applicant will work with all members of the organization and make presentations at MOW Board Meetings.**

**Applicant Requirements: Must be deadline-oriented, reliable and able to work without supervision. Excellent written and oral communication skills, and comfort with presentations required. Strong and persuasive writing skills required. Thorough knowledge/ training or previous experience in online grant application and writing is required. Previous experience with "Grant Station" software a plus.**

### **Specific Tasks and Duties:**

**Research new funding opportunities using "Grant Station" Software.**

**Generate proposals and make presentations to MOW Director and Board of Trustees.**

**Attend county grant meetings, as needed.**

**Meet with Director periodically over grant writing cycle, be willing to revise and update drafts, as needed.**

**Draft, write and deliver organization's grant proposals and all supporting documents; interview appropriate organization members for needed statements/information to finalize all portions (including budgets) of grant proposal.**

**Submit grants using online applications.**

**Attend any cultivation events, as needed.**

**Follow up on grant submissions with quarterly reports, or as directed.**

## **PASCACK VALLEY MEALS ON WHEELS**

### **Job Title: Office Support/Clerical Intern**

**Status: Part-Time, Volunteer or Internship.**

**Time Commitment: 8 hours/week, Term Limit: 3-6 months, renewable.**

**Reports To: Director, Assistant to Director.**

**Duplicates Responsibilities with: Assistant to Director, Bookkeeping Coordinator, Route Drivers and Marketing and P.R. Coordinator.**

**Overall Job Description: Work independently and cooperatively both off and on site. Report to meetings with Director 2-3 times per week; perform clerical duties and data entry. Assist with marketing, P.R. and fundraising and social media campaigns in both planning and implementation stage. Work on marketing and public relations campaigns. Interview elderly at area elder care facilities and in their homes to gather new client intake information (dietary needs and meal preferences). Act as a substitute route driver, when needed.**

**Applicant Requirements: Applicant must possess basic computer skills (word, Excel, Social Media, Email). Should like working with people (especially the elderly ) and have excellent phone and interviewing skills. Must submit to training with a licensed Social Worker to learn intake evaluation process. Must be available to cover evening and weekend fundraising events, and have total flexibility during daytime hours to act as substitute driver. Applicant must have access to a car. Must have willingness to submit to multiple background checks. College degree preferred, but not required. Background in Nursing or Social Work preferred.**

### **Specific Tasks and Duties:**

**Answer phones; make copies and other light clerical work.**

**Perform data entry on clients and donors into SAMS (Bergen County Seniors Tracking Software). Maintain accurate records (names, donation amounts, history of giving, etc.).**

**Work with Director/Fundraising Committees to plan and execute fundraisers and media campaigns to raise money and attract volunteers and corporate and local business sponsorships. Volunteer at fundraising events, as needed.**

**Initiate social media campaigns and small fundraisers to represent MOW in the local business community. Support marketing and P.R. events, as needed.**

**Work with social workers (Valley Home Care System) to complete client meal intake evaluations. Analyze subsidized applicant's dietary needs.**

**Act as substitute route driver (cover entire Pascack Valley System) in event of emergencies.**

## PASCACK VALLEY MEALS ON WHEELS

### **Job Title: Client Meal & Quality Control Coordinator**

Status: Part-Time, paid position with benefits.

Time Commitment: 25 hours/ week. Reports To: Director.

Duplicates Responsibilities with: Volunteer & Fundraising Coordinator.

**Overall Job Description:** Function as assistant to Program Director; clerical work, data entry, document creation, filing and answering phones. Oversee Summer Internship Program; train interns on MOW policy and procedures, monitor and delegate work tasks. Manage MOW client meal products through oversight of multiple off-site caterers (nursing care facility kitchens), monitor and ensure proper nutritional content and food quality and safety of all client meal products. Act as client liaison to organization. Ensure compliance with N.J. health/safety regulations. Oversee and deliver client meal delivery.

**Applicant Requirements:** Ability to work both cooperatively and independently, on and off-site. Good attention to detail, excellent written communication skills; familiarity with database entry, Word Perfect, Excel, Outlook . Must have a car and driver's license in good standing. Must be willing to submit to a background check. Applicant should have experience managing others and a solid work background in nutrition or in the food service industry ,preferably in a hospital or nursing home ; college degree preferred, but not required. Applicant will be required to complete course training in food safety standards given by Bergen County Division of Senior Services.

### **Specific Tasks and Duties:**

**Client Liaison:** Act as the organization's contact person for all of its meal clients. Address clients patiently and by titles at all times. Return all client contact within 24 hours, or preferably by the end of the business day in which it was received.

**Client Information:** Review new client meal intake applications and input information into client meal tracking database "Senior Express". Create labels for client meal packages to ensure accurate delivery of meal products. Create database information and labels for client meal billing. Update client information in "Senior Express" database, deliver updated information to volunteers and client meal labels to kitchens weekly, or as needed.

**Route Information:** Reroute MOW's meal delivery routes as clients are added/deleted. Using Streets & Trips software optimize delivery routes .Update manual "Route Books" reflecting client changes to new routes, new directions and any special delivery instructions. Deliver updated Route Books to volunteers and kitchens weekly, or as needed. Deliver information on client absenteeism to volunteers and kitchens via phone daily, in time for daily routes to reflect needed changes.

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**Client Emergencies:** All medical or client care emergencies i.e., sick, injured , missing or abandoned clients are to be reported to the authorities ,next of kin/emergency contacts, and the MOW Director **immediately**. Writing incidence reports and conducting any required follow-up, including locating missing clients, will take place by the end of the business day in which they occurred. In case of unacceptable or missing foodstuffs, Client Coordinator obtains and delivers foodstuff items **immediately and upon demand** to ensure uninterrupted client meal delivery and crediting client meal bills to reflect changes, if required. In case of emergency cancellations on any MOW delivery route, Client Coordinator will act as the sole standing substitute route driver if no intern can be recruited and this duty shall take immediate priority over all others (except missing client or client medical emergencies taking place at a concurrent time).

**Incidence Reporting and Quality Control:** All contracted catering kitchens will be visited monthly for at least 2 hours to ensure overall meal preparation meets health/quality standards as outlined by the N.J. Board of Health and the Division of Senior Services in their certification program outlining standards of food preparation and safety. Hot and cold meal preparation will be observed on a rotating basis. Food temperatures will be taken; food will be tasted for quality and visual appeal checked. Meal packaging will be observed on a regular basis. Food spoilage, cleanliness of site kitchen and bathrooms will be checked, poor staff hygiene issues or code violations witnessed at catering kitchens will be recorded via MOW incidence report forms and reported to the Director. Solutions will be discussed before bringing complaint against kitchens. Follow-up meetings will be scheduled with kitchens to address any issues as needed. Coordinator will work alongside contracted Dieticians in each contracted kitchen at least once yearly to ensure MOW due diligence in the area of meal taste, menu variety, portion control/calorie count and overall quality and suitability.

Existing kitchen menus will be reviewed for variety and suitability for senior clients and ease of transportability. Client Coordinator will interview MOW volunteers during kitchen visits and will take note and report on any pertinent client information reported to them. Any interrupted meal delivery via volunteer or kitchen lateness or missing/unacceptable foodstuffs will be recorded. Client Coordinator will maintain a written record /database of all issues regarding client meals and food safety, including violations/discrepancies in food quantity, quality, packaging and preparation. All such issues will be recorded via the MOW incidence reporting form and brought to the attention of the Director during weekly meetings, or as needed.

**Special Event Meal Planning:** Coordinator will maintain information on each meal client's special occasions and religious observances. Holiday and birthday menus will be coordinated and customized for each client and communicated to catering kitchens to ensure planned delivery of special menus.

**Organization:** Coordinator will meet formally with Program Director weekly to cover incidence reporting, quality control and client issues and office procedures.

## PASCACK VALLEY MEALS ON WHEELS

### **Job Title: Volunteer & Fundraising Coordinator**

Status: Part-Time, paid position with benefits. (To be approved).

Time Commitment: 20 hours/week.

Reports To: Director.

Duplicates Responsibilities with: Client Meal & Quality Coordinator.

Time Commitment: Project-Based. Term Limit: 2-6 months, renewable.

**Overall Job Description:** Identify, define and develop funding sources/ grants, provide proposals to MOW Director and Board of Trustees. Work independently and off-site to provide written drafts and final proposals for public agency (state or federal), private foundation and corporate partner grants. Applicant reports to Director in person periodically over the grant-writing cycle. Applicant must be willing to submit to extensive personal and financial background checks and training in grant-writing procedures unique to the organization. Applicant must attend needed County-sponsored grant meetings, as needed. Applicant will work with all members of the organization and make presentations at MOW Board Meetings.

**Applicant Requirements:** Must be deadline-oriented, reliable and able to work without supervision. Excellent written and oral communication skills, and comfort with presentations required. Strong and persuasive writing skills required. Thorough knowledge/ training or previous experience in online grant application and writing is required. Previous experience with "Grant Station" software a plus.

### **Specific Tasks and Duties:**

Research new funding opportunities using "Grant Station" Software.

Generate proposals and make presentations to MOW Director and Board of Trustees.

Attend county grant meetings, as needed.

Meet with Director periodically over grant writing cycle, be willing to revise and update drafts, as needed.

Draft, write and deliver organization's grant proposals and all supporting documents; interview appropriate organization members for needed statements/information to finalize all portions (including budgets) of grant proposal.

Submit grants using online applications.



Attend any cultivation events, as needed.

Follow up on grant submissions with quarterly reports, or as directed.

**PASCACK VALLEY MEALS ON WHEELS**

**Job Title: Program Director**

Status: Full-Time, paid position with benefits, \$45,000/year.

Time Commitment: 40 hours/week; evenings and weekends required. Some overnight travel.

Reports To: Board of Trustees.

**Overall Job Description:** Act as figurehead and decision-maker for entire organization; its board members, volunteers, donors and employees. Keep organization in compliance with all government regulations. Oversight of meal creation and delivery to elderly client base and oversight of all food preparation and delivery. Ensure smooth organizational operations by attending all board meetings and overseeing all board committees. Responsible for financial well-being of organization through oversight of client invoices, and oversight of billing through management and oversight of bookkeeper. Responsible for creating a known presence for organization in local community, businesses and online and in creating public relation events. Direct oversight and planning of donor/fundraising activities, volunteer activities and client safety, management and satisfaction. Liaison to national Meals on Wheels (MOA) organization. Travel and attend conferences as organization's representative.

**Applicant Requirements:** Bachelor's degree; preferably in social work, nursing, food science/nutrition or management/marketing. 3-5 years of related experience in non-profit management, or closely related food program required. Background check and fingerprinting required.

**Specific Tasks and Duties:** Oversee all staffing/activities/schedule of organization's volunteers and direct oversight of Client Coordinator and Route Coordinators in delivering quality food products. Direct communication with and evaluation of food kitchens and oversight of delivery network of volunteers to clients ( meal recipients) through Client Coordinator. Direct Client Coordinator in management of daily errors in meal deliveries; adjustment of client bills and monitoring food safety, quality and daily deliveries to correct errors. Oversee "Senior Express" database of clients. Work with food kitchens on food quality, menu changes, route changes, food safety and client subsidies. Recruit and train all volunteers and run required background checks.

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Coordinate /oversee Treasurer and Bookkeeper in invoicing clients, payment processing, bill paying and bank relations. Responsible for oversight of all organization databases. Work closely with all Board members and oversee all appointed committees and the organization's yearly calendar and schedules. Oversee/assist board Secretary in distributing board meeting agendas and meeting minutes/reports. Responsible for board governance in cooperation with active sitting board members, attending monthly executive board meetings and bi-monthly full board meetings. Work cooperatively with all appointed and ad hoc committees. Write all government grants and administration reports and submit all required paperwork and reports to government agencies (county grants) on a timely basis. Responsible for administration of any received grants; including direct oversight of volunteer grant writers and other volunteers, stakeholders and partners involved in any active grant projects. Direct responsibility for and oversight of any volunteers ,grant partners or stakeholders acting as grant writers or administrators on organization's behalf.

Responsible for online presence of organization and oversight of all social media campaigns and organization's website. Act as public relations manager for organization; sending out press releases on program events. Act as liaison to national meals on Wheels (MOWAA) program.

Responsible for organization's fundraising; oversight of fundraising committees, creation and stewardship of all donors; corporate, civic & community and individual fundraising programs and outreach to all donors. Plan and oversee yearly fundraising projects with committees and volunteers. Work as event planner and manager for organization's fundraisers and volunteer events, including; development of corporate donors, volunteer development and management events and attending local civic events (rotary, chamber of commerce, etc.) as organization's representative in order to build and foster strong community relations. Act as organization's representative to all donors, organizations, foundations and trusts.

End.

**DUTIES OF PVMOW DIRECTOR BY AREA AND JOB FUNCTION (THERE IS REPETITION):**

**1)FOOD PREPARATION , CLIENT OUTREACH AND DELIVERY NETWORKS**

Oversee staffing/schedule of volunteers in delivering food.

Oversee Route Coordinators. Oversee Route Coordinators in working with their volunteers.

Oversee delivery network of volunteers to clients (meal recipients) through Client Coordinator.

Direct Client Coordinator in management and correction of daily errors in meal deliveries; adjustment of daily deliveries to correct errors. Adjustments to client bills.

Train Client Coordinator in monitoring food safety and quality.

Oversee "Senior Express" database of clients.

Communicate with and evaluate food kitchens: on daily content errors in client meals, overall quality and variety, menu changes, route changes, food safety and client subsidies.

Recruit and train all volunteers and run required background checks.

**2) VOLUNTEER MANAGEMENT**

Oversee all staffing/activities/schedule of organization's volunteers

Recruit and train all volunteers and run required background checks.

Organize and run volunteer appreciation events.

**3)FUNDRAISING AND DONOR RELATIONS**

Act as organization's representative to all donors, organizations, foundations and trusts.

Development and stewardship of all donors; corporate, civic & community and outreach to all donors.

Oversee and appoint fundraising committees, plan and oversee yearly fundraising projects.

Work as event planner and manager for organization's fundraisers and volunteer events.

Attend local civic events (rotary, chamber of commerce, etc.) as organization's representative in order to build and foster strong community relations.

Write all government grants and administration reports and submit required paperwork and reports to government agencies (county grants) on a timely basis.

**Responsible for administration of any received grants; including direct oversight of volunteer grant writers and other volunteers, stakeholders and partners involved in any active grant projects.**

#### **4) MANAGEMENT FUNCTIONS (FINANCES , PERSONNEL AND INTERNAL OPERATIONS)**

**Ensure that all staff, intern and volunteer positions are filled; hiring and firing of all staff.**

**Responsible for yearly job performance review of all staff.**

**Oversee Treasurer and Bookkeeper in invoicing, payment processing, bill paying and bank relations.**

**Oversee selection, purchase and administration of all organization databases.**

**Train and oversee Client Coordinator in monitoring food safety and quality.**

**Oversee delivery network of volunteers to clients (meal recipients) through Client Coordinator.**

**Direct Client Coordinator in management and correction of daily errors in meal deliveries.**

**Oversee Client Coordinator in daily deliveries to correct errors and adjustments to client bills.**

**Oversee Calendar Coordinators in creating staffing schedule of volunteers /deliveries.**

**Oversee Route Coordinators in training, scheduling and working with their volunteers.**

**Responsible for online presence of organization and oversight of Webmaster/ social media campaigns and website. Create technology projects, and recruit college interns to run campaigns.**

**Research and write grants to increase funding. Oversee volunteer grant writers, if necessary.**

**Responsible for administration of any received grants; including direct oversight of grant writers and other volunteers and stakeholders and partners involved in any active grant projects.**

#### **5) COMMUNITY RELATIONS AND P.R.**

**Responsible for online presence of organization and oversight of all social media campaigns and organization's website.**

**Act as public relations manager for organization.**

**Send out press releases on program events.**

**Act as liaison to national meals on Wheels (MOWAA) program.**

**Work as event planner and manager for organization's fundraisers and volunteer events.**

**Attend local civic events (rotary, chamber of commerce, etc.) as organization's representative in order to build and foster strong community relations.**

Create and maintain relations with local colleges and high schools to ensure a supply of skilled and available project interns and local fundraising opportunities.

#### **6) BOARD GOVERNANCE AND BOARD RELATIONS**

Create organization's yearly calendar of events and all schedules.

Working with the board, appoint and recruit all required committees.

Work cooperatively with all appointed and ad hoc committee members.

Attend all monthly executive board meetings and bi-monthly full board meetings.

Attend committee meetings when required.

Oversee/assist board secretary in distributing meeting agendas, minutes and reports.

Responsible for board governance in cooperation with active sitting board members.

Ensure organization by-laws and term limits are met in coordination with the board.

Plan and oversee financial operations (fundraising and budget projects) with board/committees.

Oversee Treasurer and Bookkeeper as a check on organization finances.

End document.

## **PASCACK VALLEY MEALS ON WHEELS**

### **Job Title: Board Recording Secretary**

**Status: Part-Time, Volunteer.**

**Time Commitment: 2-4 hours once a month. Term Limit: 2 Years**

**Reports To: Board of Directors (if elected or appointed by them) or Members. (If elected by the membership at a members meeting) as specified in the bylaws. Through the Board of Directors, certain duties of the Secretary may be delegated to the Executive Director, Board members and/or committees as appropriate; however, the accountability for them remains with the Secretary.**

**Overall Job Description: Working independently and off-site records and distributes minutes and necessary data for the Board of Pascack Valley Meals on Wheels monthly Board Minutes.**

**Applicant Requirements: Must be computer proficient with Microsoft word and have strong note taking skills. Applicant must be familiar with Roberts Rules of Order.**

**General Responsibilities : Organizations are required by law and by custom to maintain certain records for several purposes, including:**

- accurate recollection of decisions;
- determination of eligibility to vote;
- continuity of policies and practices; and
- accountability of directors and officers.

The Secretary is responsible for ensuring that accurate and sufficient documentation exists to meet legal requirements, and to enable authorized persons to determine when, how, and by whom the board's business was conducted. In order to fulfill these responsibilities, and subject to the organization's bylaws, the Secretary records minutes of meetings, ensures their accuracy, and availability, proposes policies and practices, submits various reports to the board, maintains membership records, fulfills any other requirements of a

### **Specific Tasks and Duties:**

Director and Officer, and performs other duties as the need arises and/or as defined in the bylaws. **(see note 1)**

The secretary is responsible for ensuring that accurate minutes of meetings are taken and approved. Requirements of minutes may vary with the jurisdiction but should include at a minimum:

- date, time, location of meeting;
- list of those present and absent;
- list of items discussed;
- list of reports presented;
- text of motions presented and description of their disposition. **(see note 2)**

The Secretary signs a copy of the final, approved minutes and ensures that this copy is maintained in the corporate records.

**Custodian of records:** The secretary ensures that the records of the organization are maintained as required by law and made available when required by authorized persons. These records may include founding documents, (eg. letters patent, articles of incorporation), lists of directors, board and committee meeting minutes financial reports, and other official records.

**Membership Records:** The Secretary ensures that official records are maintained of members of the organization and Board. He/She ensures that these records are available when required for reports, elections, referenda, other votes, etc.

**Bylaws:** The Secretary ensures that an up-to-date copy of the bylaws is available at all meetings.

**Communication:** The Secretary ensures that proper notification is given of directors' and members' meetings as specified in the bylaws. The Secretary manages the general correspondence of the Board of Directors except for such correspondence assigned to others.

**Meetings:** The Secretary participates in Board meetings as a voting member. The Secretary provides items for the agenda as appropriate. In the absence of the President (and Vice-President, if the position exists), the Secretary calls the meeting to order, presiding until a temporary chairperson is elected. The secretary records meeting minutes as described above Depending upon the bylaws and practices of the organization, the Secretary may perform these duties for Member meetings (eg. Annual General Meeting) and/or for an executive committee.

**Signing Officer :** The Secretary may be designated by the Board of Directors and/or bylaws as one of the signing officers for certain documents. In this capacity, the Secretary may be authorized or required to sign or countersign cheques, correspondence, applications, reports, contracts or other documents on behalf of organization.

**Filing of Documents:** The Secretary may be the registered agent with respect to the laws of the jurisdiction.; the person upon whom legal notice to the corporation is served, and responsible for ensuring that documents necessary to maintain the corporation are filed.

**Note 1** *This document uses the word "ensure" to convey the intent that accountability for the specified responsibilities lies with the Secretary but it is not necessarily the Secretary who carries out the activity. Indeed, we expect that many of these responsibilities will be delegated to board committees, staff, or others including experts retained for a specific purpose. The word "ensure" is not intended to imply any additional source of legal duties beyond those that are required by law.*

**Note 2** *Minutes should have enough information to help absent directors and members understand what issues were discussed and what decisions were made. Some lawyers advise that in certain circumstances, minutes should include summary of discussion, rationale for decision, names of those participating in the discussion, and the roll call, noting any declared conflicts of interest. These circumstances: are if the matter is contentious, if board members dissent, if there is any concern about exposure to liability, or if a board member has a conflict of interest.*