

Hastings Family Service

Job Description

Job Title: Meals on Wheels Assistant
Exempt XX Non-exempt

Reports to: MOW Coordinator
Revision date: 3/17/23

Position Summary

The Meals on Wheels Assistant is part of the Meals on Wheels (MOW) team at Hastings Family Service, helping to provide nutritious meals and is run out of Allina Hospital. This is a part-time position working 3-5 days per week approximately 9:30am-2:30pm. The position will work closely with the Meals on Wheels Coordinator to provide high-quality service to the neighbors we serve as well as the volunteer drivers who make the program possible.

Key Result Areas:

The primary accountabilities for the position include:

1. Essential Job Functions:

- Pack all outgoing food in preparation for delivery of meals by volunteers with attention to detail.
 - Organize food trays, coolers, client cards, names on food trays and bags.
 - Fill bags with cold food in kitchen, according to correct diet.
 - Put food containers with hot food (prepared by kitchen staff) into proper coolers in correct order for delivery.
- Complete preparation for the following day; label bags, arrange route books, complete food tally for kitchen staff.
- Complete all paperwork necessary to do billing, scheduling, delivery, and recordkeeping.
- Communicate with staff, volunteer drivers, and clients via computer, phone and in person.
- Represent Hastings Family Service and Meals on Wheels in the community.

2. Miscellaneous Duties:

- Answer phone calls with volunteers, clients, and potential clients.
- Deliver meals when needed.
- Follow safety procedures and assist in identifying safety needs for self and others.
- Comply with Hastings Family Service policies and procedures as outlined in the Employee Handbook.
- Other duties as assigned by the Meals on Wheels Coordinator and Director of Programs.
- Willing to work a flexible schedule and cover for teammates when needed.

Education and Experience

- 2 + years customer service or community facing experience.
- Previous work with volunteers is a plus.
- Strong attention to detail.
- Excellent written and verbal communication skills.
- Ability to prioritize and manage multiple tasks simultaneously and the flexibility to adjust to changing priorities and workflow.
- Ability to use technology including Microsoft Office 365 (Outlook, Excel, Word)
- Must hold a valid driver's license, show proof of insurance, and clear an employment background check.

Attributes:

- Strong commitment to the mission, diversity, equity, and inclusion.
- An energetic team player who likes to have fun at work and looks for a "yes" to tough situations.
- High level of personal and professional integrity, ethics, and customer service.
- Works with a spirit of positivity, optimism and fun.
- Desire and ability to work with diverse people and organizations.
- Initiative and a commitment to ongoing improvement.
- Ability to exercise good judgement and work with confidential information.
- Excellent verbal and written communication skills in person and via phone/email.
- Warm and welcoming presence and committed to outstanding customer service.
- Strategic thinker with the curiosity and creativity to think outside of the box and discover/implement solutions.
- Ability to work effectively both independently and as a part of the team.

I will have performed my job well when I:

1. **Provide timely, high quality work.**
 - Build and maintain strong relationships with external partners (i.e. businesses, church community, donors, and Metro Meals on Wheels)
 - Deliver on commitments to other staff and clients.
2. **Contribute to the team.**
 - Assist other employees, Regina Staff, and volunteers generously.
 - Maintain a positive relationship with kitchen staff.
 - Ensure a welcoming environment to volunteers and other visitors.
 - Acquire and share knowledge and skills that contribute to the organization's effectiveness, engagement, and community impact.
3. **Contribute to the mission.**
4. **Operate according to the values of *Hastings Family Service***

Physical Demands

- Ability to do computer work and sit or stand.
- Required to stand, walk, stoop, bend, lift, carry, and reach overhead.
- Must be able to lift or load 25 lbs.

Mission

The people of the *Hastings* area reaching out as *Family* in support and *Service* to one another.

Values

- We see the person before the situation.
- We partner with those we serve and help them to provide for themselves to the best of their ability.
- We offer help and hope.
- We respect the dignity of each individual and respect their privacy.
- We are good stewards of our resources.
- We believe working together makes our community stronger.