

**Lane Council of Governments  
Job Classification**

<b>Job Title:</b>	<b>Senior Meals Program Manager</b>	<b>FLSA Status:</b>	<b>Exempt</b>
<b>Division:</b>	<b>Senior &amp; Disabled Services</b>	<b>Range:</b>	<b>25</b>
<b>Reports To:</b>	<b>S&amp;DS Director</b>	<b>Last Revised:</b>	<b>August 2000</b>

**General Statement of Duties**

Plans, organizes and manages Senior Meals program services for senior citizens including development and implementation of policies, procedures, contracts and budget; secures and utilizes resources; represents the organization at various community and other agency meetings; generates community support through public relations activities, volunteerism and non-governmental funding for the program; procures services; monitors contract performance.

**Supervision Received**

Work is performed under applicable policies, guidelines and managerial direction. Work performance is evaluated through periodic conferences and reports and through the adequacy and timeliness of records, reports and services provided.

**Supervision Exercised**

Plans, organizes, coordinates, schedules, assigns and evaluates the work of a large direct service staff, including part time employees and volunteers.

**Resource Responsibility**

Considerable responsibility for financial and human resources. Includes final decisions or recommendations involving effective use of employees and volunteers, space, materials and equipment with only general checks for reasonableness of actions. Decisions made within policy guidelines.

**Essential Job Functions**

Manages and coordinates the activities of staff by planning and organizing workloads and assignments, conducting performance evaluations, monitoring and resolving personnel matters and providing training to employees to ensure effective delivery of services.

Implements policies, procedures and performance standards to assure efficient and effective activities that are in compliance with program guidelines, goals and objectives. Reviews and analyzes existing practices and procedures to recommend improvements and changes as warranted.

Prepares program budget based on staffing and resource requirements, cost estimates, objectives and goals. Monitors and documents expenditures assuring compliance with approved budget and staffing levels.

Manages food service and service provision contract processes; plans and implements RFP processes, designs service specifications, participates in selecting contractors, monitors contractors' performance; participates in program planning, menu planning and problem solving.

Manages fund raising for the program; sets local goals, provides training to staff, plans and implements fund raising campaign.

### **Other Job Functions**

Analyzes and recommends improvements to existing facilities, equipment and operating systems of the division. Develops and maintains systems and records that provide for proper evaluation, control and documentation of assigned operations.

Supervises the resolution of inquiries, complaints, problems or emergencies affecting the availability or quality of services. Responds to the most sensitive or complex inquiries of service complaints.

Oversees equipping and maintaining the central kitchen, food service equipment, and delivery trucks.

Generates brochures, news releases, fliers, and public service announcements to inform community; generates participation and resources.

Serves on interagency committees and advisory boards.

Manages home-delivered meals contract process; plans and implements RFP process for provision of Meals on Wheels to selected areas within Lane County; designs service specifications, participates in contractor selection, drafts the contract document, monitors contractor performance; participates in program planning and problem solving.

Staffs inter-agency and advisory committees.

Performs other related duties as assigned.

### **Working Conditions**

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. Some travel is required in the work.

### **Knowledge, Skills, and Abilities**

Thorough knowledge of supervisory principles and practices.

Considerable knowledge of legal requirements, standards, regulations, and laws applicable to providing meals to senior citizens.

Considerable knowledge of fiscal management, including budget preparation, expenditure control and record keeping.

Knowledge of methods and practices of fund raising

Ability to plan, organize and coordinate, schedule, assign and evaluate the work of a large support staff.

Ability to develop program goals and objectives and conduct planning activities.

Ability to analyze and evaluate operations, develop and implement corrective actions.

Ability to establish and maintain effective working relationships with employees, other agencies and the general public.

Ability to communicate effectively, both orally and in writing, with individuals and groups regarding complex or sensitive issues or regulations.

Ability to develop and implement innovative services in area of assignment.

Ability to use computer based applications including spreadsheets, word processing and data base programs.

Physical ability to perform assigned work.

### **Education and Experience**

Bachelor's degree in business or public administration, human services, or related field, plus four years progressively responsible experience providing services to senior citizens, including supervisory or managerial experience; or any combination of education and experience that provides the applicant with the knowledge, skills, and ability required to perform the job.

### **Licenses, Certificates, and Other Requirements**

Valid Oregon State driver's license or the ability to obtain reliable transportation to a variety of sites in Lane County and adjoining counties.