

UNION SETTLEMENT

EMPLOYMENT OPPORTUNITY

Position: Meals on Wheels (MOW) Client Services Assistant
Department: Senior Services
Reports to: Meals on Wheels Coordinator
Hours: 30 Hours
FLSA: Non-Exempt
Reviewed: 8/7/18

Position Summary:

The MOW Client Services Assistant will assist the MOW Coordinator direct the Meals on Wheels program efficiently and effectively.

Responsibilities:

- File new case assessments, re-assessments, and terminations.
- Complete client intake in STARS Peer Place, assignment to Peer Place route, client communication and support.
- Manage “suspended client” list.
- Manage daily missing client e-mail spreadsheet, as well as Department for the Aging (DFTA) spreadsheet.
- Review route sheets from returning deliverers and report missed meal deliveries to East Side Case Management and to the MOW Coordinator.
- Manage monthly contributions, as well as associated spreadsheet.
- Update Peer Place data, as needed, and enter client delivery data for billing purposes.
- Prepare files for archival storage annually.
- Prepare monthly MOW newsletter, calendar and menu, and send out with contribution envelopes.
- Receive and record communications from East Side Case Management (ESCM) to initiate service for new clients. Ensure that meal delivery begins, suspends, restarts, or terminates in a timely manner, and report all implementation to ESCM.
- Send New Client Information Letter and Packet to each new client via MOW deliverer.
- Collect and record client contributions and maintain accessible records regarding these transactions.
- Adhere to the Missing Client Protocol and prepare daily Missing Client Report memo (e-mail) to ESCM and Stanley Isaacs MOW.
- Prepare daily DFTA HDLM report and send to Stanley Isaacs MOW, ESCM, and Finance Department at Union Settlement.
- Collaborate with Volunteer Coordinator to identify MOW clients who can benefit from Friendly Visiting Services.
- Perform general office duties, such as typing, faxing, copying, and answering the telephone.
- Additional duties as assigned by MOW Coordinator.

Qualifications:

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- High school diploma or GED-Associate Degree a plus.
- Good computer and e-mail skills, especially Microsoft Word and Excel.
- Good organizational ability, time management, and interpersonal skills.
- Good written and oral communications skills.
- Desire to work with aging populations.
- Bilingual (English/Spanish) a plus.

To Apply:

Please send Cover Letter, Resume to: jobs@unionsettlement.org please indicate Meals on Wheels (MOW) Client Services Assistant in subject of e-mail.

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