



PROGRAM ASSISTANT (Part-Time/Remote) Position Description

POSITION SUMMARY:

Under supervision of the Program Manager, the Program Assistant is responsible for welcoming and interviewing seniors who may be eligible for Meals on Wheels Yolo County (MOW Yolo) programs. Additionally, this position will conduct telephone reassessments with all recipients and make senior service provider referrals as needed, as well as maintain daily, monthly, and annual records of recipient activity in an encrypted database.

REGULAR WORK SCHEDULE:

Part-time on weekdays, 25 hours/week. Additional work may be required during busy periods. Primarily a remote position with occasional field work necessary at MOW Yolo's Administrative facility in Woodland for meetings and trainings.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Gather referrals from multiple sources to connect with potential program recipients.
2. Outreach to seniors for program intake, quarterly reassessment conversations, and other contact as warranted.
3. Maintain recipient records as required by federal funders.
4. Act as liaison between programmatic personnel and program recipients.
5. Work closely with other senior service agencies to coordinate needed community services for program recipients.
6. Attend monthly staff meetings at MOW Yolo headquarters in Woodland.
7. Perform administrative tasks related to successful execution of duties.

Other Duties and Responsibilities:

1. Perform all other duties as assigned.

REQUIRED QUALIFICATIONS AND SKILLS:

1. Fluent in Spanish.
2. Ability to relate to and communicate with the elderly with special sensitivity and skill.
3. Ability to develop professional and cooperative working relationships with recipients, recipients' family, other employees, and volunteers.
4. Ability to make decisions, prioritize, and pivot in a changing environment, anticipate future needs, respond to unanticipated events, and meet deadlines.
5. Speak, hear, and clearly understand face-to-face or over the telephone conversations for up to five hours per day.

6. Regularly sit (up to 80%), primarily at a desk or in meetings.
7. Ability to work in a remote capacity frequently as public health orders or other organizational circumstances may dictate.
8. Ability to occasionally work in an office environment shared with other staff with frequent interruptions and noise.
9. Frequently engage in repetitive hand motion, grasping and fine hand manipulation for up to five hours per day, primarily for keyboarding.
10. Occasionally lift and carry up to 25 lbs., stand continuously up to 4 hours, bend below the waist, and reach above the head.
11. Ability to learn, perform, and follow simple and complex calculations, instructions, and concepts.
12. Proficient at using and/or learning electronic systems. Comfortable working with Microsoft Office Suite; Google Workspace familiarity is a plus.
13. Ability to perform established duties, responsibilities, and expectations independently and with minimal supervision.
14. Occasionally drive own transportation, primarily for professional appointments, community outreach, and special events.
15. Adapt and respond flexibly, creatively, and patiently to various situations.
16. Exhibit a passion and enthusiasm for MOW Yolo's work and mission.

POSITION LICENSES/CERTIFICATIONS/VACCINATIONS:

1. COVID-19 Vaccination plus Booster.
2. Current California Driver's License.
3. Current and up to date automobile insurance.

****Meals on Wheels Yolo County is an Equal Opportunity Employer****