



PROGRAM SPECIALIST

Regular Work Schedule: Full-time Monday-Friday 8:00 a.m. – 4:30 p.m. This may include remote work or time spent in the field. Some overtime may be required.

POSITION SUMMARY:

Under supervision of the Program Manager, the Program Specialist is responsible for welcoming and interviewing seniors who may be eligible for home delivered meals. Additionally, this position will conduct in-home and/or telephone reassessments with all participants and make senior service provider referrals as needed, as well as maintain daily, monthly, and annual records of participant activity in an encrypted database.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Gather referrals from multiple sources to connect with potential program participants.
2. Outreach to seniors for program intake, quarterly reassessment conversations, and other contact as warranted.
3. Update a delivery route database on a daily/weekly basis.
4. Maintain participant records as required by federal funders.
5. Act as liaison between programmatic personnel and home delivery participants.
6. Work closely with other senior service agencies to coordinate needed community services for program participants.
7. Perform administrative tasks related to successful execution of duties.

Other Duties and Responsibilities:

1. Perform all other duties as assigned.

MINIMUM QUALIFICATIONS:

Experience, Knowledge, Skills and Abilities Required:

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 participants, participants' family, other employees, and volunteers.
4. Able to work independently with little supervision.
5. Strong understanding of relationships within the local communities.

6. Passion and enthusiasm for the mission and work of MOW Yolo that achieves goals by inspiring and motivating co-workers and the community.
7. Able to demonstrate a high level of integrity and strong interpersonal skills that build relationships both internally and externally.
8. Able to be innovative, creative, flexible, adaptable and highly organized.
9. Able to make decisions and prioritize in a changing environment, anticipate future needs, respond to unanticipated events and meet deadlines.
10. Able to work positively and effectively with difficult stakeholders (internal and external).
11. Exceptional written, oral, and interpersonal communications skills, as well as engaging presentation skills.
12. Proficient at learning and using electronic systems and databases.
13. Comfortable working with Microsoft Office Suite; Google Workspace familiarity a plus.
14. Willingness to take on new tasks and responsibilities as the position evolves and the organization grows.

Certificates and Licenses:

1. Valid California driver's license and proof of insurance.
2. Proof of COVID-19 vaccination + booster required.

WORKING CONDITIONS / PHYSICAL AND NON-PHYSICAL REQUIREMENTS:

1. This position works in an office environment shared with other staff and volunteers, with frequent interruptions and noise from conversations over the phone or with visitors.
2. This position also may work remotely from a home office occasionally or frequently, as public health orders and other organizational circumstances may dictate.
3. Speak, hear, and clearly understand face-to-face or over the telephone conversations for up to five hours per day.
4. Regularly sit (up to 80%), primarily at a desk or in meetings.
5. Regularly lift up to 10 pounds; occasionally up to 20 pounds.
6. Occasionally bend, stoop, kneel, crouch, crawl, climb, and balance.
7. Occasionally drive own transportation, primarily for professional appointments, community outreach, and special events.
8. Frequent repetitive hand motion, grasping and fine hand manipulation up to six hours per day, primarily for keyboarding and handwriting.
9. Frequent learning, performing, and following of simple and complex calculations, instructions, and concepts.
10. Frequent analysis of data and information to make logical and relevant judgments and decisions.
11. Frequently works positively, effectively, and efficiently with internal and external customers in person, through video, via email, and over the phone.

Meals on Wheels Yolo County is an Equal Opportunity Employer.