

Community Emergency Service, Inc.

Meals on Wheels Associate

About Community Emergency Service (CES): Inspired by the vision of Pastor William Berg and the philanthropy of Russell Lund, Sr. of Lund's Foods, Community Emergency Service (CES), in 1971 was organized. Today we have six core programs, servicing over 125,000 individuals annually and giving out over 650,000 lbs. of food. We strive to alleviate hunger in all forms.

Our Mission: Rooted in God's loving grace, Community Emergency Service transforms lives by serving neighbors, sharing resources and becoming community – *a place where people come hungry and leave hopeful.*

Our Values: Operating in a neighborhood that is culturally, ethnically and religiously diverse, we strive to serve all our neighbors in need, as Christ would have us do, without distinction or test. We invite support from volunteers and donors and are open to collaboration with other agencies regardless of religious affiliation.

- We are a community
- We respect the dignity of each person
- We are servants
- We are good stewards
- We are good neighbors

Meals on Wheels Program Description:

Meals on Wheels is an important solution to those in need of nutritional and social support, many of whom are homebound. With the help of volunteers, CES serves over 350 people daily in the inner-city areas of South and North Minneapolis with a smile and prepared, nutritious hot noon meal or frozen meals delivered daily and monthly check-in calls.

Scope of Work:

The Meals on Wheels Associate is responsible for the Meals on Wheels volunteer drivers as well as packaging frozen meals. This includes the recruitment, training and recognition of volunteers. This position interacts with senior clients, staff and volunteers in person and on the phone.

Duties and Responsibilities:

- Perform prep work for frozen meal production line
- Pack meals, overseeing the frozen meal production line
- Inventory meals daily/weekly
- Recruit and train Volunteers
- Forward client concerns/issues to appropriate staff person
- Provide resources to clients and volunteers
- Ensure all routes for current day are filled with volunteers and Delivery Associates

- Greet and assist volunteers during check-in
- Maintain strong relations with volunteers
- Assist MOW Intake Specialist in sending out insurance/driver license renewal information letters monthly to volunteer drivers
- Assist with coordination special delivery events (Thanksgiving, Christmas)
- Help coordinate specific resources for clients as they arise
- Survey clients quarterly
- Drive a route as needed

Required Competencies/Qualifications

- Outgoing positive personality with great motivation and customer service skills
- Detail-orientated
- Must be able to lift up to 25 lbs.
- Computer competence in MS Windows environment and the ability to learn program specific software
- Work cooperatively with staff, clients, volunteers, and vendors
- Sensitive to the needs of older adults
- Excellent communication skills both written and verbal
- Ability to problem solve
- Availability of a GPS and ability to operate it
- Valid driver's license and ability to operate company vehicles

Position Title: Meals on Wheels Route Coordinator

Reporting to: Meals on Wheels Operation Manager

Location: 1900 11th Street, Minneapolis, MN 55404

Hours: 8:30am – 2:00pm *Monday thru Friday* (25-30 hours/week)

Salary: \$15-\$20/hour based on experience

Interested and Qualified Candidates can submit a cover letter and resume via email to:

Linda Velez

Volunteer Engagement Director

lvelez@cesmn.org