



Position Opening Meals on Wheels Volunteer Coordinator (Full time)

About the Organization

Senior Resource Association (SRA) is a 501 (c)(3) non-profit organization that provides services to support and advocate for independence and dignity of older adults throughout Indian River County. Our organization was established in 1974 to provide services and programs that promote an active, healthy, and independent lifestyle for older adults. We provide and manage the Meals on Wheels of Indian River County programs, Adult DayAway programs, In-Home services, and Transportation for seniors and their families. With two locations in Vero Beach and Sebastian, SRA operates the only state licensed Adult DayAway programs in the County.

Our goal is to keep seniors healthy and in their own homes for as long as safely possible. Due to memory loss, brain injury, food-insecurity, and/or lack of socialization, all families have a special need for their loved one that leads them to Senior Resource Association. SRA is recognized as the lead agency in Indian River County for homebound and community-based services for seniors and adults aged 18 and older. For more details, visit www.SeniorResourceAssociation.org.

Position Summary

This is a professional position which supports the strategic goals and objectives of SRA. Under supervision, assist the Nutrition Manager with the planning and operations of the daily meal deliveries. Provide support, training and guidance to Meals on Wheels staff, vendors, and volunteers. Adhere to and continually improve processes and procedures for effective and productive operations. The successful candidate must be mission-driven, organized, able to work independently with self-initiative and part of a larger team. Exceptional communication skills using different mediums as well as to different audiences including public speaking. Must be technically proficient. Must be able to balance both strategic thinking with tactical execution.

Responsibilities

These are examples of the type of work performed. Management reserves the right to add, modify, change, or rescind work assignments as needed.

- All essential job responsibilities will be executed in accordance with SRA's Person Centered ethics, policies, and procedures, as well as all local, state and Federal compliance guidelines.
- Assist in the team-planning and facilitating of the Meals on Wheels volunteer and meal delivery schedule.
- Be proactive in resolving potential issues pertaining to scheduling of volunteers and route issues, and any other volunteer concerns.
- Actively use and input data into software daily to achieve program objectives
- Maintain a professional work relationship with volunteers and provide guidance and leadership in facilitating their volunteer experience.
- Be a good leader, follower, and team member, working with the MOW team towards the goal of promoting senior independence and dignity.
- Ensure the safety of volunteers by monitoring activities, keeping a sanitary and clutter free environment, participating in safety training, and actively contributing to creating a clean, orderly, welcoming office space.

- Communicate in a positive, courteous, and professional manner using active listening with clients and their families, volunteers, coworkers, referral agencies, and the communities at large.
- Perform varied office duties as directed by the Nutrition Manager. This includes, but is not limited to meal orders, delivering meals, scheduling volunteers, and route management
- Participate in staff meetings and in-service educational programs as requested; actively collaborate with cross-functional team, providing feedback and recommendations for enhancing the client experience and achieving the program's overall goals and objectives.
- Serve as backup to other positions and their respective duties as directed by the Nutrition Manager.

Qualifications

High school diploma or GED equivalent is required for this position. Professional experience in an office environment is preferred. Experience working with volunteers and/or seniors is preferred.

- Proficient knowledge and use of computers, software, databases, and other office equipment
- Accurate math and computation
- Communicate (listen, oral and written) professionally, accurately, and effectively to interface with people and to complete tasks and assignments
- Proper handling of sensitive and/or confidential information
- Perform quality work in a fast-paced environment of innovation and change
- Prioritize multiple assignments, deadlines, and workload to ensure accurate and timely completion
- Establish and maintain effective work relations within and beyond SRA
- Professional representation of SRA in community

Hours, Salary and Benefits

Full-time, exempt position with health, retirement, vacation, and other benefits. Some weekend and evening work required.

To Apply

Submit resume and cover letter detailing experience as it relates to the position. Include a statement about your interest and motivation for applying for this position to employment@sramail.org