



## Job Description

<b>Job title:</b>	<b>Meals on Wheels Assessment Specialist/ Office Support</b> (~75%) Assessment Specialist / (~25%) Office Coordinator Support
<b>Program:</b>	Meals on Wheels and More
<b>Location:</b>	Bellingham Senior Activity Center
<b>Supervisor :</b>	Nutrition Director
<b>Hours/Week:</b>	35 (Full time)
<b>Schedule:</b>	9:00am-4:30pm 5 days/week (Hours subject to change)

Meals and Wheels and More is a program of the Whatcom Council on Aging, a non-profit organization that supports the health, vitality and independence of seniors as they age. Meals on Wheels and More fosters the nutritional and social health of local seniors by providing home delivered “Meals on Wheels” and Senior Community Meals to seniors throughout Whatcom and San Juan Counties.

### Job Summary

The Meals on Wheels Assessment Specialist/ Office Support assesses eligibility of and provides nutrition case management to home delivered meals (Meals on Wheels) participants primarily through in-home visits. This position also provides support to and remains in daily communication with the Office Coordinator.

### Duties and responsibilities

- Assures the eligibility of Whatcom Meals on Wheels (MOW) clients (based on Program policies and Washington Senior Nutrition Standards) through initial in-home assessment.
- Screens MOW clients for nutritional risk and social service needs.
- Provides assistance to clients with program related issues such as ordering and meal preparation.
- Makes referrals to Aging and Disability Services or other appropriate agencies as appropriate.
- Conducts annual in-home reassessments and 6-month phone follow-ups for Whatcom MOW clients.
- Maintains client files (paper and/or computerized) with documentation of all in-home client visits and phone follow-up conversations.
- Maintains timely and accurate client records and service data.
- Maintains communication with the Program staff and delivery drivers in regards to client status.
- Supports Meals on Wheels/ Office Coordinator through:
  - Conducting new client intakes
  - Assisting with coordination of MOW Routes
  - Assisting with MOW Driver and Nutrition Desk Volunteer Coordination
  - Vacation/ Sick Relief Coverage
- Participates in office staff meetings, driver’s trainings and special events.
- Maintains and develops nutrition education materials as needed.
- Provides nutrition education classes and demonstrations at congregate meal sites.
- Performs other tasks as assigned by the Program Director.

## Qualifications

- Bachelor's degree in social service related field. (Relevant work experience may substitute for education)
- Coursework/ Training in Nutrition Preferred
- 2+ years related experience
- Ability to work independently and in office setting.
- Requires strong interviewing skills
- Requires empathy for and interest in working with older persons.
- Ability to problem solve and work with stressful situations.
- Ability to communicate effectively on the phone, in person, and in writing.
- Strong time management and organizational skills.
- Proficiency in Word, Excel, and comfort with/ ability to learn new software
- Valid Washington State drivers' license, insurance and clean driving record.
- Valid CPR/ first aid certificate or willingness to obtain after hire.

## Physical requirements/ Working Conditions

- Usual office conditions.
- Travels during normal business hours –requires reliable vehicle (mileage reimbursement provided).
- Non- smoking environment (office)
- May be exposed to pet dander and strong odors including cigarette smoke during in-home visits

## Benefits

- Health and dental insurance
- Paid vacation, holidays, and sick leave
- Retirement plan-Employer contribution after 1 year of employment

The Whatcom Council on Aging provides services and employment on a non-discriminatory basis, and complies with section 504 of the Rehabilitation Act of 1973 and Title VI of the Civil Rights Act of 1964 and the American Disabilities Act of 1990.

### **To apply, send resume and cover letter to:**

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