COMMUNITY BRIDGES
PUENTES DE LA COMUNIDAD

Posted: November 16, 2022
Open Until Filled

$1,000 HIRING BONUS
(After completion of 6-month probationary period)

POSITION: PROGRAM ASSOCIATE
(BILINGUAL ENGLISH/SPANISH PREFERRED)

PROGRAM: MEALS ON WHEELS LIVE OAK
A PROGRAM OF COMMUNITY BRIDGES

Community Bridges envisions a thriving community where every person has the opportunity to unleash their full potential. Our family of ten programs delivers essential services, provides equitable access to resources, and advocates for health and dignity across every stage of life.

POSITION DESCRIPTION:
Under the general supervision of the assistant program director, provides technical, administrative and operational support and coordination to the home delivered meals program and congregate dining sites. Works collaboratively with other staff to ensure effective delivery of meals and operations at all dining sites; may be assigned responsibility to serve as operational lead for one or more dining sites, and may be assigned a caseload of clients for ongoing case management. Performs related work as assigned.

DUTIES AND RESPONSIBILITIES:

Dining Site Operations Management:
- Plans and oversees congregate meal service and other activities provided to seniors at multiple community facilities; exercises considerable discretion and independence of action in planning such activities, taking into consideration program participant needs and preferences.
- Provides back-up site relief duties at the dining centers when required as follows:
  - Ordering appropriate number of meals for expected participants.
  - Ensuring that the site is set-up and the meals are properly served, including training and supervision of volunteers to ensure portion control, sanitation...
and hygiene regulations are followed. Provide training and support to other program staff assisting with site activities.
  o Directing the collection of donations and the banking of such funds.
  o Ensuring that the site is returned to a clean and orderly condition after meal service.
  o Educating program participants in program policies and procedures.
• Acts as a liaison coordinating dining site operations between office staff, kitchen staff and transportation staff.

Case Management and HDM Support:
• Acting on referrals by conducting home visits to determine individual suitability and eligibility for the Home Delivered Meals (HDM) Program; on the basis of the assessment arranges for participation in the program as assigned.
• Establishes and maintains a method for follow-up and performs ongoing monitoring and assessment of HDM participants on a quarterly basis.
• Ensures timely and appropriate follow up to any significant changes in the physical, emotional or psychological state of the recipients reported by staff and volunteers.
• Maintains basic daily and monthly records of work performed and visits made; reports the results of such work to the appropriate individual or department.
• Refers recipients and their families to appropriate community agencies or facilities.
• Deliver meals as assigned.

Administrative Support:
• Assists in running daily jurisdictional reports and route sheets when needed
• Develops and maintains regular and open communications with organizations from the medical, social and health care and other organizations which address the needs of the elderly.
• Provides information and education on the Program to groups, service clubs, senior centers, hospitals, etc., using video or other audio visual equipment; provides media contacts.
• Is familiar with all the duties and responsibilities of the team of the Program Associates. Participates in and helps to coordinate office procedures and systems.
• Uses a personal computer and IPAD to enter participant data into FileMaker Pro database, prepare correspondence, memos, written, statistical reports.

Professional Conduct:
• Develops and maintains effective working relationships with other agency staff members, and with representatives of funding sources and other in regular contact with the program.
• Communicates effectively and respectfully with people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles; demonstrates a knowledge of and sensitivity to their needs.
• Provides quality customer service to participants and staff with an attitude of leadership, helpfulness, dignity and respect.
• Upholds and follows established policies on confidentiality, program integrity, computer security, and conflict of interest.
• Drives a motor vehicle to perform job duties.

*Job descriptions are intended to be illustrative only; they are not designed to be restrictive or to define each and every assigned duty and responsibility. In an organization of this nature, each employee is expected to perform such duties as necessary to fulfill the stated goals of the agency.*

**MINIMUM QUALIFICATIONS:**

**Knowledge of:**

• Independently planning, organizing and directing the dining service, work of the volunteers and other activities for seniors;
• Developing positive rapport with program participants and community;
• Maintaining accurate records and preparing periodic reports;
• Tailoring activities, outreach efforts and fundraising actions to the needs of the local community served.

**Skill in:**

• Rapidly learning the services and requirements for the Meals on Wheels Program;
• Reading and understanding complex regulations and procedures, and interpreting such regulations to a variety of people;
• Recommending changes to the program policies and procedures;
• Making assessments and decisions about suitability and eligibility for the Congregate and HDM Program and other services.
• Providing outreach to potential clients throughout the county;
• Using a personal computer and ancillary equipment;
• Recruiting and coordinating the work of volunteers;
• Preparing clear and concise written and statistical reports;
• Monitoring the collection and deposit of donation monies;
• Preparing and disseminating informational materials, including making public presentations;
• Performing work independently and using sound judgement in emergency situations;
• Keeping standard records of work performed;
• Maintaining the SUV or minivan in a clean, safe, and orderly condition;
• Communicating effectively with and being sensitive to the special problems and needs of the frail elderly and other homebound individuals and their families;
• Reading maps and planning delivery routes;
• Dealing tactfully, cooperatively, and effectively with other agency staff members, community organizations, and the public, including people from different racial, ethnic and cultural groups and from different backgrounds and lifestyles;
• Following oral and written directions.

**OTHER REQUIREMENTS:**
• Must be computer literate.
• Must have a valid CA Driver’s License, access to a reliable motor vehicle, be insured and be insurable for vehicle use on the job.
• Requirements for physical stamina and lifting: must be able to lift food transport equipment weighing up to 50 pounds.
• Must pass a criminal background check and maintain a clean record.
• Bilingual English/Spanish preferred.
• Must be fully vaccinated against COVID-19, including a booster shot when eligible.
• Must have Manager’s Food Safety Certification, or able to obtain it within 90 days of employment.

We screen all applicants, require background checks on final candidates consistent with funding regulation requirements and are a Drug-Free Work Place.

**RATE OF PAY AND HOURS:**
• This is a regular, non-exempt, 40 hr/wk position.
• The agency rate of pay range for this position is $21.79-$23.23/hour depending on experience (plus .40 per hour bilingual differential upon passing a test administered by the HR department).
• Hours of work are typically 8:30 AM-4:30 PM, Monday-Friday, but some after-hours attendance may be required for special fundraiser events.

**UNION:**
• The SEIU bargaining unit represents the program associate position.

**BENEFITS:**
• For employee: shared cost medical, dental, vision, life insurance, & Employee Assistance Program. This benefit package is valued at $9,766.92 /year.
• First year: 16 vacation days and 11 holidays, with accrual based on 40 hr/wk.
• Sick leave: 1 day/month, with accrual based on 40 hr/wk.
• May be eligible for up to 4 Wellness Floaters per year after satisfying all eligibility requirements.
• 401(k) Retirement Plan: Agency matches employee contribution up to 5% of annual salary, effective during open enrollment period.
• Employee Assistance Program.
• Flexible Spending Account (FSA).
• Dependent Care Reimbursement Program.
• Paid lunch.

TO APPLY:
• Please submit your Community Bridges application by email (hr@cbridges.org), fax (831-688-8302), or in person. If you have any questions, please call 831-688-8840, Ext. 200.
• Resumes can be submitted but will not be accepted in lieu of an employment application.
• The application may be downloaded at: https://communitybridges.org/employment/
• If applicable, please submit any college transcripts, licenses, and/or certificates as an attachment to your application.

COMMUNITY BRIDGES IS AN EQUAL OPPORTUNITY EMPLOYER. Applicants shall not be discriminated against because of age, ancestry, color, religious creed, denial of Family and Medical Care Leave, disability (mental and physical), marital, familial or parental status, medical condition, genetic information, military and Veteran status, national origin (including language use restrictions), race, sex (which includes pregnancy, childbirth, breastfeeding and medical conditions related to pregnancy, childbirth or breastfeeding), gender, gender identity, and gender expression, political affiliation or sexual orientation.