

Job title: Senior Client Services Coordinator Reports to: Director of Meals on Wheels Billing & Client Services
Compensation level: Para Professional C

Posting date: April 1, 2024
Closing date: April 15, 2024

Coordinators at MIFA

Coordinators assist in the planning, coordination, and execution of program or departmental activities. They maintain continuity of work by resolving administrative issues promptly through identification and analysis, then communication solutions. They are skilled in Microsoft Office applications and other software relevant to their areas, work efficiently, and independently manage work schedules within defined parameters, with a responsibility to consistently use available technology and look for opportunities to innovate.

Position summary

The Senior Client Services Coordinator position can be summed up with three words:

- **Care** for MIFA Meals on Wheels clients who need services and resources.
- **Connect** isolated clients with others through technology.
- **Call** and support volunteers to help Meals on Wheels clients in need.

The ideal person for this position understands the power of relationships, enjoys meeting new people, and supports networking in the broader community. They are authentic, empathetic, caring, and have excellent communication skills.

Qualifications

- Bachelor's degree preferred.
Two years' experience in volunteer relations, social services, or customer services
- Two years' experience utilizing online tools, various databases.
- Two years' experience engaging and cultivating relationships with older adults and/or diverse groups in a sensitive and appropriate manner.
- Proficiency at utilizing communication systems; computers, email, faxes, scanners, presentation equipment, Microsoft Office, and various database systems.

Major responsibilities and related tasks

Promote independent living by coordinating, developing, and utilizing resources to support the social, physical, and emotional well-being of MOW clients.

- Coordinate the Claris Companion Tablet program; provide MOW clients who are facing isolation or depression with the program tablet to connect with friends, family, and other activities. Distribute tablets, train clients, track tablets, track, and report on engagements. Work with the MOW Registered Dietitian and the Senior Health Navigator to enhance services and activities.
- Coordinate the MiPhone Buddy volunteer program: Volunteers provide friendly phone calls to MOW clients who are homebound and isolated. Work with the MIFA Engagement team to recruit and support volunteers. Train volunteers, track data, and report on engagements.

- Coordinate the Pet Food Program: Enhance and expand current services to provide pet food and other assistance to support MOW client companion animals.
- Coordinate wellness checks, and monitor, track, and respond to the needs of MOW clients when concerns are presented by drivers or volunteers.
- Coordinate with appropriate staff activities to enhance MOW client services in the areas of nutrition and health and wellness education.

Refer MOW clients to community services and resources to support the needs and well-being of seniors.

- Coordinate assistance or refer MOW clients to appropriate agencies for food, clothing, shelter, utilities, medication, and other needed services, as well as research and coordinate additional services for MOW clients, for example fire department smoke alarm installations and checks.
- Back up the Client Services Representative answering the client assistance phone line when that staff member is absent and/or as needed.
- Keep abreast of Meals on Wheels America and senior services information and trends.
- Provide designated training and education for staff and volunteers to enhance their understanding of senior issues.

Providing timely and accurate program reporting.

- Develop effective activity tracking processes and supply accurate and timely reports to management regarding program and client outcomes.
- Develop and maintain referral and client case files and notes electronically and securely.
- Submit internal and external monthly/quarterly reports to management and funding sources as required.

Other responsibilities

- Promote a collegial atmosphere within the Meals on Wheels department, collaborating with all team members to help them and the department attain program goals.
- Excellent verbal and written communication.
- Excellent customer service and problem-solving skills.
- Demonstrate coordinating and executing multiple projects in a fast-paced environment.
- Ability to manage significant projects with good judgement and frequently without direct supervision.
- Welcome and respect people of diverse ages, races, and household compositions, as well as persons in crisis.

Handle all client information confidentially and discreetly

Supervisory Responsibilities n/a

Starting Salary: \$22.00

To Apply: <https://www.mifa.org/jobopportunities>