



## **CAREER OPPORTUNITY**

**Job # 201741**  
**Opens: 11/01/17**  
**Open until filled**

**TITLE: Newport Meal Site Manager**

**CLASS: Meal Site Manager**

**LOCATION: Newport**

18 hrs/wk, Regular/Part-time

Monday/Wednesday/Friday

*Oregon Cascades West Council of Governments (OCWCOG) is a voluntary association of twenty cities, three counties, the Confederated Tribes of the Siletz Indians and a port district in the Linn, Benton, and Lincoln county region. OCWCOG is an exciting, multifaceted organization staffed by over 160 dedicated professionals in three OCWCOG office locations, and eleven Senior Meal sites. OCWCOG values its work and employees with great services, benefits, and careers. For Additional information about OCWCOG, General Administration and our Board of Directors, go to: [www.ocwcog.org](http://www.ocwcog.org).*

### **GENERAL INFORMATION**

This recruitment will remain open until filled. This recruitment may close at any time without advance notice at the discretion of the agency after a sufficient number of qualified candidates have applied. Screening will begin as early as **November 17<sup>th</sup>, 2017**. We cannot guarantee that we will review applications received after this date.

This position is represented by the Service Employees International Union (SEIU) Union.

Possession of a Valid Oregon Driver's License, or have the ability to obtain reliable transportation in order to travel throughout the three-county area.

If you are offered employment, the offer will be contingent upon the outcome of a criminal records check, and the information will be shared with Human Resources. Any criminal history will be reviewed and could result in the withdrawal of the offer or termination of employment.

### **DUTIES AND RESPONSIBILITIES**

Performs position duties in a manner that promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective team participation through willingness to assist and support co-workers, supervisors, and other work related-associations. Develops good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrates positive acceptance of constructive feedback and suggestions, in an effort to strengthen work performance.

Contributes to a positive, respectful and productive work atmosphere. Regular attendance is required to meet the demands of this job and to provide necessary services.

- Recruits for responsible site volunteers. Trains, delegates and supervises volunteers to perform, efficiently and effectively, a variety of duties.
- Directs the receiving, holding and serving of all foods following proper health and sanitation procedures, and Meals on Wheels policies as outlined in the Meals on Wheels Policies and Procedures Manual.
- Arranges and directs the process for meal delivery for homebound persons, including planning delivery routes, recruiting and training volunteer drivers and kitchen help.
- Monitors quality, appearance, and menu adherence of food.
- Responsible for creating a welcoming atmosphere in the dining room, including decorating,

- hosting/greeting, party planning, etc.
- Conducts criminal history background checks on volunteers pursuant to State statutes.
  - Plans and coordinates support service activities with advice and assistance from participants and the Meals on Wheels Supervisor.
  - Oversees and monitors collection and deposit of contributions.
  - Maintains meal site records and prepares meal site reports on computer.
  - Plans, develops and monitors fund-raising activities.

### **WORKING CONDITIONS**

Work is performed in a busy dining room and kitchen setting. Work requires the ability to stand for long periods of time along with lifting and carrying large hotel pans of hot food. Occasional travel is required in order to attend meetings, deliver meals, or to pick up supplies.

### **TO QUALIFY**

Your OCWCOG application form reviewed will be to verify that you meet the MINIMUM QUALIFICATIONS portion stated in this announcement. Complete ALL PARTS of the application and provide detailed work experience. If your application is incomplete or does not clearly show in detail the experience and/or training required, your application will not be accepted.

### **MINIMUM QUALIFICATIONS**

To receive credit, and proceed to the next step of the recruiting process, your application form must clearly show that you meet the following:

Graduation from high school or equivalent and minimum two years experience in a volunteer or paid supervisory position, plus experience in working with adults; OR, a satisfactory combination of equivalent education, training and experience which demonstrates knowledge, skills and abilities to perform the duties of the job.

### **LICENSES, CERTIFICATES, & OTHER REQUIREMENTS**

Possession of a Valid Oregon Driver's License, or have the ability to obtain reliable transportation in order to travel throughout the three-county area.

Must obtain a Food Handler's permit within 30 days of employment.

Must successfully complete a criminal background check.

Must obtain DHS certification to conduct background checks within 60 days of employment.

**SALARY and BENEFITS:** \$13.76 - \$18.44/hr., plus generous paid leave; tax deferred plans; and fully-paid retirement benefits.

### **REQUIREMENTS FOR APPLYING**

Submit application, supplemental questions, resume, and cover letter to Human Resources by the closing date listed below describing your experience, training, and what it would mean to you professionally to have the opportunity to engage in this position. Applicants who best meet the minimum requirements for the position will be interviewed.

### **HOW TO APPLY**

If you qualify, submit an OCWCOG Application form and your answers to the supplemental questions.

**TO:**

Oregon Cascades West Council of Governments  
Human Resources Department  
1400 Queen Ave SE, Suite 201  
Albany, Oregon 97322

You may **E-MAIL** your application materials to us at hrrecruit@ocwcog.org. **In the subject line please include the position title and the posting number.** By electronically submitting your application, you agree to the conditions stated in the certification and signature section of the application, which is enforceable as if you had signed. You will receive confirmation of receipt only if you submit via e-mail.

**FAX** to 541-967-6123. We are unable to verify receipt of faxed applications. OCWCOG is not responsible for material that is illegible or missing as a result of transmitting by fax or which may be lost through the mail.

**SUBMIT** only the required materials. Reference letters or work examples should be kept for interviews. In addition, any application materials previously submitted for other positions will not be matched to this application by OCWCOG. It is the applicant's responsibility to submit all required documents every time.

**THIS IS THE TEST**

If your OCWCOG application demonstrates that you meet the MINIMUM QUALIFICATIONS section of this announcement, you must answer the following supplemental questions.

Use a separate sheet (s) of paper. Limit your response to no more than one typed page per question. Write down any work experience (paid or unpaid) related to each question. Be sure that the jobs where you gained the experience described in your answers are listed in the work history portion of the OCWCOG application form. Attach the answer sheet (s) to your application. If there are several parts to a question, answer each part separately.

**SUPPLEMENTAL QUESTIONS:**

NAME: \_\_\_\_\_ DATE: \_\_\_\_\_

1. **Which best describes your experience using computer program to enter/retrieve data.**
  - None of the above
  - Entered mainly one type of data and the data was not confidential. The data was not verified after entry for accuracy.
  - Entered data and had full responsibility (i.e. review own work) for ensuring data was accurate without someone (e.g. supervisor) reviewing work. The data entered included various types of data (e.g. name, date, hour, employee identification number). The data was sensitive or confidential.

2. **The employee in this position must work independently, without constant supervision, and have excellent organizational, prioritization and multi-tasking skills. Please describe your experience multi-tasking with independent problem resolution, setting priorities for yourself and others and completing multiple projects and duties.**
  
3. **Describe your experience communicating orally and in writing to a variety of people. Be specific as to the type of complex decisions, rules, policies and procedures related to human or social service programs you provided.**
  
4. **Which best describes your comfort level communicating with clients or members of the public who have hostile or difficult personalities?**
  - Not familiar or experienced with hostile personalities
  - Limited experience with hostile personalities or situations
  - Frequent experience dealing with hostile personalities or situations and have the ability to defuse or redirect hostile personalities or situations.
  
5. **Provide an example of a hostile or challenging customer / client situation at work and your response or action in resolving the conflict.**

**JOB DESCRIPTION:**

ENP 010

OREGON CASCADES WEST COUNCIL OF GOVERNMENTS

Title: **Newport Meal Site Manager**  
Position Classification: Meal Site Manager  
Department: *Meals on Wheels* Program  
Reports to: Meals Site Supervisor

**SUMMARY OF POSITION**

Manages the day-to-day operation of a meal site serving three days per week for Dining Room and Meals on Wheels. Coordinates all meal related activities including volunteer recruitments and training, community relations, record keeping and fund-raising.

**ESSENTIAL JOB DUTIES**

Performs position duties in a manner that promotes customer service and harmonious working relationships, including treating all persons courteously and respectfully. Engages in effective team participation through willingness to assist and support co-workers, supervisors, and other work related-associations. Develops good working relationships with division and agency staff and supervisors through active participation in accomplishing group projects and in identifying and resolving problems in a constructive manner. Demonstrates positive acceptance of



(F) Mentoring

(C) Management of Stress

**Physical**

- |                                      |                      |                                |                             |
|--------------------------------------|----------------------|--------------------------------|-----------------------------|
| (C) Standing                         | (O) Sitting          | (C) Walking                    | (F) Stooping                |
| (O) Kneeling                         | (R) Crawling         | (R) Climbing                   | (C) Talking                 |
| (C) Hearing                          | (F) Reaching         | (C) Handling                   | (C) Eye/hand coordination   |
| (C) Tasting/smelling                 | (C) Vision (1-10 ft) | (C) Vision (10-20 ft)          | (C) Long range vision (20+) |
| (F) Repetitive Motion (hands/wrists) |                      | (O) Repetitive Motion (feet)   |                             |
| (R) Pushing <u>100 lbs/day</u>       |                      | (F) Pulling <u>40 lbs/day</u>  | (C) Acute Color             |
| (F) Lifting <u>45 lbs/day</u>        |                      | (F) Carrying <u>45 lbs/day</u> |                             |

**WORKING ENVIRONMENT**

Work is performed in a busy dining room and kitchen setting. Work requires the ability to stand for long periods of time along with lifting and carrying large hotel pans of hot food. Occasional travel is required in order to attend meetings, deliver meals, or to pick up supplies.

**SUPERVISION RECEIVED**

Receives direct supervision from the Meals on Wheels Supervisor through written procedures, staff meetings and consultation.

**SUPERVISORY RESPONSIBILITIES:** While direct supervision of staff is not a responsibility of this position, the incumbent is responsible for recruiting, hiring, training and supervising the work activities of non-paid volunteers.

**MINIMUM QUALIFICATIONS**

To receive credit, and proceed to the next step of the recruiting process, your application form must clearly show that you meet the following:

Graduation from high school or equivalent and minimum two years' experience in a volunteer or paid supervisory position, plus experience in working with adults; OR, a satisfactory combination of equivalent education, training and experience which demonstrates knowledge, skills and abilities to perform the duties of the job.

**Experience & Training**

Graduation from high school or equivalent and minimum two years' experience in a volunteer or paid supervisory position, plus experience in working with older adults; OR, a satisfactory combination of equivalent education, training and experience which demonstrates knowledge, skills and abilities to perform the duties of the job.

**Knowledge, Skills and Abilities**

- Knowledge of the community in which the dining center is located;
- Knowledge of spelling and business grammar;
- Knowledge of and ability to operate, a personal computer;
- Knowledge of basic clerical and telephone skills;
- Ability to understand the differing needs of the elderly and to relate to older adults with respect, patience and a sense of humor.
- Ability to work independently, diplomatically, and handle multiple projects and a high volume of work;
- Ability to recruit, train, and supervise volunteers;
- Ability to exercise good time management skills in order to accomplish both daily tasks and on-going projects;
- Ability to get along well with others demonstrated by excellent interpersonal skills;
- Ability to maintain accurate records;
- Ability to stand for long periods of time;
- Ability to lift and carry large pans of hot food;

Ability to effectively communicate both orally and in writing;  
Skills in composing standard business letters;  
Excellent organizational skills with the ability to coordinate and prioritize work.

**Licenses, Certificates, & Other Requirements**

Possession of a Valid Oregon Driver's License, or have the ability to obtain reliable transportation in order to travel throughout the three-county area.

Must obtain a Food Handler's permit within 30 days of employment.

Must successfully complete a criminal background check.

Must obtain DHS certification to conduct background checks within 60 days of employment.

This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor.

Requirements are representative of minimum levels of knowledge, skills and abilities. To successfully perform this job, the employee will possess the abilities or aptitudes to perform each duty proficiently.