



Program Manager

Community Action Agency – Meals on Wheels

CAA - MOW/1

Pay Grade: 18

JOB SUMMARY

This position is responsible for managing the operations of the Community Action Agency's Meals on Wheels Program.

MAJOR DUTIES

- Manages the day-to-day operations of the Meals on Wheels and Elderly Nutrition programs.
- Develops working relationships with local, county, state and federal entities and with the news media.
- Works with community agencies to develop diverse programming.
- Manages grant funds; prepares required reports.
- Supervises the work of staff and volunteers.
- Assists with meal delivery as needed.
- Processes billing claims.
- Prepares reports on enrollment and number of meals served.
- Maintains program files and records.
- Prepares agenda items for Commissioner Court meetings.
- Assists with payroll functions.
- Manages the purchase of food and other kitchen supplies.
- Ensures compliance with all health and safety requirements.
- Processes client applications.
- Updates program website.
- Trains staff and volunteers.

- Performs any other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of the principles and practices of program management.
- Knowledge of grant development and management principles.
- Knowledge of relevant federal and state laws, county ordinances, and department policies and procedures.
- Knowledge of health regulations related to the preparation, serving and transport of food.
- Knowledge of computers and job-related software programs.
- Skill in management and supervision.
- Skill in problem solving.
- Skill in prioritizing and planning.
- Skill in interpersonal relations.
- Skill in oral and written communication.
- Ability to communicate in English and Spanish.

SUPERVISORY CONTROLS

The supervisor assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES

Guidelines include county and agency policies and procedures, the Texas Administrative Code, and the Texas Department of Aging and Disability Handbook. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied administrative, supervisory, and management duties. The variety of duties contributes to the complexity of the position.
- The purpose of this position is to manage the day-to-day operations of the Community Action Agency's Meals on Wheels program. Successful performance helps ensure the efficiency and effectiveness of program operations.

CONTACTS

- Contacts are typically with coworkers, representatives of granting agencies, representatives on non-profit agencies, clients, and the general public.
- Contacts are typically to exchange information, motivate persons, negotiate matters, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while standing, walking, bending, crouching or stooping. The employee occasionally lifts light and heavy objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity, and utilizes the sense of smell.
- The work is typically performed in an office, stockroom, kitchen, and outdoors, occasionally in cold or inclement weather. Work requires the use of protective devices such as masks, goggles, gloves, etc.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Assistant Program Manager (1), Lead Cook (1), Food Service Worker/Driver (16), and Cook (1).

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree from an accredited college or university in a course of study related to the occupational field.
- Must have one to three years' experience or service.

OTHER REQUIREMENT/INFORMATION

- Must possess a valid and current Texas driver's license.
- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.
- This position *is covered* by Civil Service; therefore, is subject to the Civil Service Rules and Regulations in addition to all other Webb County policies.

