

**SENIOR OUTREACH
SERVICE COMMITTEE**

Thursday, March 18, 2021

8:30 AM

McFarland Municipal Center
Community Room

AGENDA

You are invited to this meeting through a Zoom webinar. The Public is strongly encouraged to watch and participate in these meetings remotely through either the webinar or telephone options listed below.

PLEASE CLICK THE LINK BELOW TO JOIN THE ZOOM WEBINAR:

<https://us02web.zoom.us/j/87586719648>

Or by Telephone: +1 (312) 626-6799
Webinar ID: 875 8671 9648

1. CALL TO ORDER, ROLL CALL.
2. PUBLIC APPEARANCES.
3. APPROVAL OF MINUTES.
 - a. Motion to approve the minutes of the February 18, 2021 meeting.
4. BUSINESS.
 - a. Emerging trends and client issues- statistical data for 2020
 - b. Review planning document for potential changes
 - c. Further discussion on current Senior Outreach department structure
5. SCHEDULE NEXT MEETING DATE.
6. ADJOURNMENT.

This meeting notice constitutes an official meeting of the above referenced group and was posted in accordance with all applicable laws related to Open Meetings Law. It is possible that members of and possibly a quorum of members of other governmental bodies of the municipality may be in attendance at the above stated meeting to gather information. No action will be taken by any governmental body at the above stated meeting other than the governmental body specifically referred to above in this notice. Upon reasonable notice, efforts will be made to accommodate the needs of disabled individuals. For additional information or to request this service, contact the McFarland Municipal Center at (608) 838-3153 or cassandra.suettinger@mcfarland.wi.us.

VILLAGE OF MCFARLAND
Senior Outreach Service Committee Minutes

Thursday, February 18, 2021 - 8:30 AM

1. CALL TO ORDER, ROLL CALL.

Chair Clow called the regular meeting of the Senior Outreach Services Committee to order at 8:30 AM in Conference Room A.

Members present: Monica Macarra, Colleen McCormick, Jerry Adrian, Carolyn Clow, Brad Czebotar, Kathleen Blair, Diane Mikelbank, Barb Vander Werff, Leilani Amundson

Members not present: Becky Losby

Staff Present: Lori Andersen and Sara Sprang

2. PUBLIC APPEARANCES.

None.

3. APPROVAL OF MINUTES.

a. Motion to approve the minutes of the January 21, 2021 meeting

Motion by Member Diane Mikelbank, second by Member Colleen McCormick, January 21, 2021. Motion carries 10 - 0 - 0 by acclamation.

4. BUSINESS.

a. Senior Outreach Annual report

SOS Director, Lori Andersen provided the SOS Annual report. Case Management hours for 2020 were 67% of case management hours were in McFarland and 32% was case management hours were with the townships. Endowment has received no request but anticipating an increase in the next few months. Staff continue to loan out and take back equipment. Outreach events continue. Stoughton Home Health closed but will continue the foot clinic at the clinic. Meals on Wheels increased thru the year. 400 extra boxes of food were distributed to Meals on Wheels participants. Dane County had an increase of 40,000 meals for the Meals on Wheels. RSVP is still paused, transportation for COVID vaccines are available. Tax clinics will not be offer in McFarland, staff are able to make appointments with the Richard Dilley Tax Center in Madison. Schedule Plus, computer software, has been helpful in streamlining processes especially for Meals on Wheels. Shelf stable meals for meal on wheels participants were delivered if meals are cancelled for inclement weather.

b. Review draft planning document with Volunteer section developed

Reviewed pages 20-27 of packet. No questions or comments.

c. Discuss Administration section of planning document

Director of Senior Outreach shared job descriptions and organizational charts from other communities. Director of Senior Outreach discussed how the roles could be based on the community needs and there could be flexibility in how McFarland organizes positions. Mikelbank, suggested to view current job descriptions and current

organizational chart of McFarland Senior Outreach for a starting point. Committee commented that the needs of seniors are different than other populations, and how do seniors make their voices heard for a Senior Center vs a Community Center and to make sure there is enough space for seniors. Defining administrative roles as a citizen committee is difficult. Director of Senior Outreach suggested that Health and Wellness could be a niche for McFarland Sr. Outreach like offering health and patient self-advocacy classes. Village Departments can coordinate and share some things to bring community together. Consideration should also be given if Senior Outreach overlaps with other departments regarding space needs. Diane Mikelbank, Director of Monona Senior Center, discussed the organizational chart of Monona Senior Center and job descriptions are updated annually. Monona is different from other focal points because it does not have nutrition services, home chore or case management services within the senior center. These services are contracted out to New Bridge, Committee member suggested not to get too specific because things change when there are new programs and a new facility. Committee member also suggested to start with guidelines when it comes to day to day operations.

5. SCHEDULE NEXT MEETING DATE.

Thursday, March 18, 2021 at 8:30am.

6. ADJOURNMENT.

Motion by Village Trustee Carolyn Clow, second by Member Colleen McCormick, to adjourn at 9:32am.

Pursuant to law, written notice of this meeting was given to the public and posted on the public bulletin boards in accordance with Open Meetings Law.

Respectfully submitted,
Sara M. Sprang
Case Manager

McFarland
SUMMARY SHEET

MEETING DATE: Thursday, March 18, 2021

SECTION: Business

DEPARTMENT: Outreach

CONTACT:

AGENDA ITEM: Emerging trends and client issues- statistical data for 2020

PREVIOUS ACTION:

ISSUE SUMMARY:

FINANCIAL/BUDGET IMPACT:

VILLAGE PLAN REFERENCE:

ORDINANCE REFERENCE:

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:

ATTACHMENTS:

1. CM Emerging Trends Client Issues Summary 2020

2020 Case Management Emerging Trends and Client Issues

Emerging Trends & Client Issues: 2020	TOTAL
Agency - CM transitions impacting service	9
Benefits - Assistance contacting Capital Consortium	1
Benefits - Coordination complications	1
Benefits - Energy Assistance information/referrals	6
Benefits - Enrollment	7
Benefits - General counseling	7
Benefits - Medicare Advantage Counseling	5
Benefits - Medicare counseling - SHIP Counseling	5
Benefits - Prescription drug assistance (incl. Part D & SeniorCare)	14
Benefits - Private Health insurance	5
Benefits - Public benefit program renewals	4
Benefits - SSDI/SSI/MAPP Disability Applications	6
Care coordination - ADRC Long Term Care Program referrals	3
Care coordination - In-home caregiver assistance	13
Care coordination - Lack of affordable home care/SHC svcs	7
Care coordination - Long term care coordination/planning	3
Care coordination - Need more than SHC, but not LTC eligible	2
Care coordination - Supportive Home Care (SHC) pgm referrals	5
Caregiver - Caring for the Caregiver grants	3
Caregiver - Dementia resources and support	9
Caregiver - General support	13
Caregiver - Respite Requests	4
Clients - Family dynamics (issues impacting service to client)	10
Clients - Increase in Dementia-related issues	16
Clients - Increased AODA/substance abuse	7
Clients - Increased frailty	5
Clients - Increased medical complexity	5
Clients - Increased mental health/mental illness	24
Clients - Increased safety concerns	10
Clients - Isolation	8
Clients - MA case management	1
Clients - More new referrals/moving to service area	7
Clients - Referrals following hospital discharge	2
Clients - Referrals from (and interaction w/) law enforcement	1
Clients - Referrals from complex case mgmt programs	2
Clients - Referrals to get the flu shot	1
Financial - Assistance finding employment	4
Financial - Budgeting assistance	2
Financial - Exploitation/scam assistance	19
Financial - General assistance	15
Financial - Tax prep/homestead tax credit	6

2020 Case Management Emerging Trends and Client Issues

Housing - Eviction	4
Housing - Hoarding	5
Housing - Home repair/maintenance assist.	1
Housing - Homelessness	4
Housing - Housing search assistance	6
Housing - Lack of affordable and subsidized housing	20
Housing - Moving assistance	4
Housing - Non-renewal of lease	1
Housing - Waitlists	3
Legal - Guardianship	1
Legal - Low income legal service needs	3
Medical - Dental/Vision care	1
Medical - Durable medical equip/loan closet requests	11
Medical - Medical care coordination (contacting providers)	2
Medical - Medication reviews or management	1
Nutrition - Assessments	5
Nutrition - Farmers market vouchers	2
Nutrition - Food pantry referrals	3
Nutrition - Grocery delivery referrals	12
Nutrition - Holiday Nutrition Resources	2
Nutrition - Home-delivered meals	22
Other - Assist with technology	12
Other - Assistance with Census	4
Other - EAN involvement (referral; report)	4
Other - General paperwork review and assistance	6
Other - Requests for help while in Partnership	1
Other - Voting/requesting absentee ballot	6
Safety - Elder abuse referrals/coordination	5
Transportation - General (non-medical)	10
Transportation - Medical ride coordination	21
Transportation - Wheelchair accessible	2
COVID-19 Pandemic - Social isolation concerns/virus fear	34
COVID-19 Pandemic - Financial insecurity	7
COVID-19 Pandemic - Food Insecurity	7
COVID-19 Pandemic - Not attending Medical Appointments	7
COVID-19 Pandemic - Request for help with vaccines/testing	2

2020 Case Management Emerging Trends and Client Issues

#	Top 5: 2020	TOTAL	Comments
1	COVID-19 Pandemic - Social Isolation concerns/virus fear	34	Concerns about older adults in isolation, little contact with others, and the strain on mental health. This is seen at all Focal Points across all 4 quarters.
2	Clients - Increased mental health/mental illness	24	Depression & anxiety
3	Nutrition - Home-delivered meals	22	Increase in home delivered meals and meals on wheels program, as clients are fearful of going out to the community and to grocery stores.
4	Transportation - Medical ride coordination	21	Difficulties with coordinating rides through RSVP.
5	Housing - Lack of affordable and subsidized housing	20	Continue to see a lack of affordable housing for older adults.

McFarland
SUMMARY SHEET

MEETING DATE: Thursday, March 18, 2021

SECTION: Business

DEPARTMENT: Outreach

CONTACT:

AGENDA ITEM: Review planning document for potential changes

PREVIOUS ACTION:

ISSUE SUMMARY:

FINANCIAL/BUDGET IMPACT:

VILLAGE PLAN REFERENCE:

ORDINANCE REFERENCE:

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:

ATTACHMENTS:

None

VILLAGE OF
McFarland
SUMMARY SHEET

MEETING DATE: Thursday, March 18, 2021

SECTION: Business

DEPARTMENT: Outreach

CONTACT:

AGENDA ITEM: Further discussion on current Senior Outreach department structure

PREVIOUS ACTION:

ISSUE SUMMARY:

FINANCIAL/BUDGET IMPACT:

VILLAGE PLAN REFERENCE:

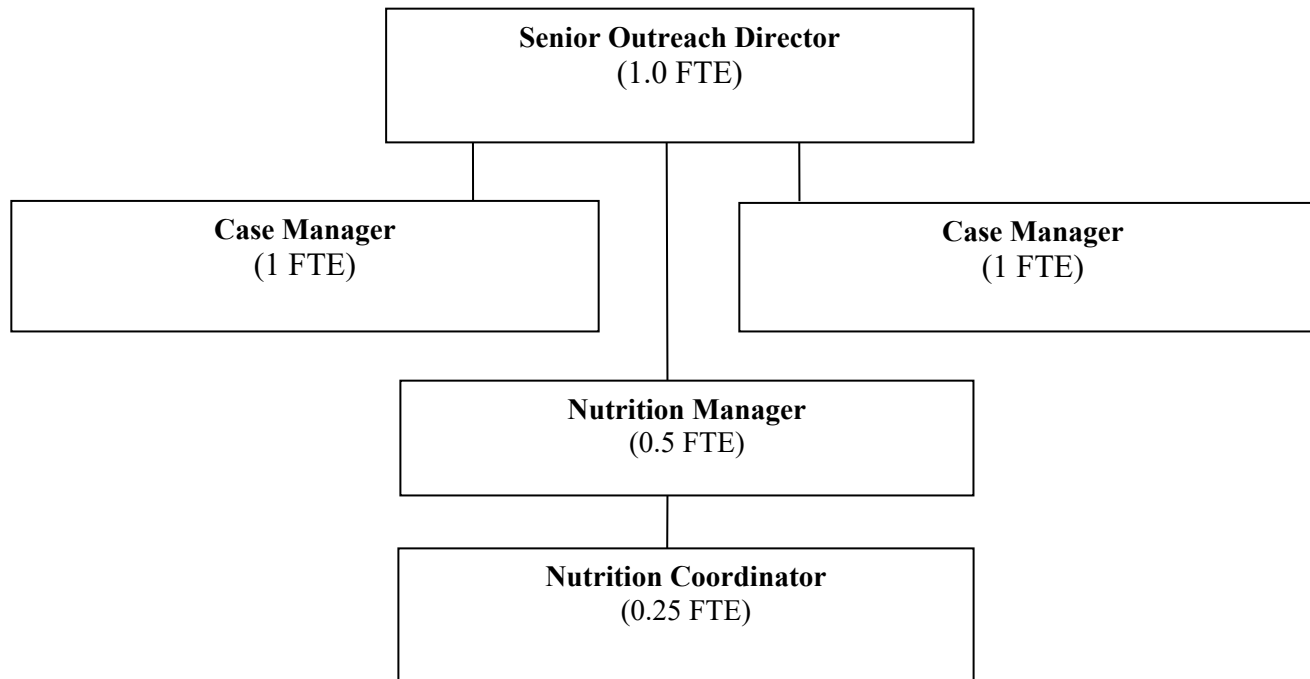
ORDINANCE REFERENCE:

BOARD, COMMISSION OR COMMITTEE RECOMMENDATION:

ATTACHMENTS:

1. SOS Org Chart 01.01.21
2. 01.04.16 Outreach Director
3. 01.04.16 Case Manager job description (002)
4. 01.04.16 Nutrition Site Manager
5. Plan Org Chart 7-1-2020 (002)

Senior Outreach Department



Committee

Senior Outreach Services Oversight
Committee

SENIOR OUTREACH SERVICES DIRECTOR

POSITION DESCRIPTION

Position Title: Senior Outreach Services Director	FLSA: Exempt
Department: Senior Outreach Services	Represented: No
Reports to: Administrator/Treasurer	Employment Status: Full Time

POSITION SUMMARY

Distinguishing Characteristics of the Class

This department head position is responsible for directing and administering the programs and services of the Senior Outreach Services Department, including case management and senior nutrition programs. These programs, which are operated by the McFarland focal point under contract with the Dane County Human Services Department/Area Agency on Aging, serve residents of the villages of McFarland, Cambridge, and Rockdale and all or part of the townships of Christiana, Dunn, Pleasant Springs, and Rutland. The work involves planning and coordinating the programs and services of the department; selecting, training, and supervising departmental employees; formulating departmental goals and short/long range plans; preparing and administering the departmental budget; and establishing standard operating policies and procedures for the department.

Supervision Received

Performs under policy direction received from the Village Board and the Senior Outreach Services Committee (SOS) and administrative direction from the Administrator/Treasurer, but exercises considerable independent judgement in determining program and work priorities and the technical/operational objectives and practices of the department.

Supervision Exercised

Supervises the work of case management staff and nutrition site managers; recruits and coordinates the efforts of a variety of volunteer workers.

DESCRIPTION OF WORK

Essential Duties and Responsibilities

- Plans, directs, and supervises the services of the Senior Outreach Services Department.
- Prepares and administers annual operating budget. Assures that assigned areas of responsibility are performed within budget; performs cost control activities; monitors revenues and expenditures in assigned area to assure sound fiscal control; assures effective and efficient use of budgeted funds, personnel, materials, facilities, and time.
- Recommends department goals, policies and service levels to the SOS Committee and the Village Board.
- Establishes and enforces internal rules, policies, work methods, and procedures.

- Recommends the selection, directs the training, schedules the work assignments, and evaluates the performance of departmental employees, including case managers, nutrition site managers and Nutrition Site Coordinator.
- Maintains appropriate records and prepares reports to the SOS Committee, the Village Board, and the Dane County Human Services/Area Agency on Aging.
- Attends required and appointed county meetings.
- Writes grant applications, solicits donations, and coordinates fund raising activities, as needed.
- Writes and edits a monthly newsletter, contributes articles to the Village newsletter and the local newspaper, makes presentations to local service organizations, promotes events on cable television, and conducts other public relations activities.
- Recruits, trains, and oversees volunteers to provide services to various segments of the community, and oversees a program of appreciation.
- Coordinates congregate meal site programs in McFarland and Cambridge and a home delivered meal program in McFarland and surrounding rural areas.
- Serves as staff liaison to the SOS Committee and Senior Outreach Endowment Committee, and is an appointed staff member of various Village committees.
- Coordinates foot care clinics.
- Serves as liaison between the department and other Village departments, local governments, service organizations, churches, schools, RSVP, and businesses.
- Oversees Endowment funds, financial donations, and miscellaneous monies which are handled by the department.
- Performs limited amount of duties as Case Manager.
- Performs other related duties as required.

Equipment Used

Personal computer/printer and various software applications, calculator, copy machine, fax machine, telephone, CD-ROM equipment, audio-visual equipment, motor vehicle.

Work Environment and Working Conditions

Works in normal office setting with moderate noise levels. Conducts client home visits which may expose the employee to environments which may not be optimal for health, safety and comfort (examples: hoarding, smoke-filled, odorous, untidy, structurally unsound, etc.). Some hours beyond the normal work week required; attendance at evening meetings required.

TECHNICAL REQUIREMENTS

Knowledge of

- * Current principles and practices of case management and nutrition site management.
- * Local, regional, state, and federal agencies and other community resources providing services to older adults and adults with disabilities.
- * The standards by which the efficiency, effectiveness, and quality of department services and performance of employees can be evaluated.
- * The aging process and current research about the needs of older adults and adults with disabilities.
- * Data processing applications and basic computer skills.

Ability to

- † Plan, organize, direct, and evaluate the work of paid personnel and recruit, train, and motivate volunteer workers.
- † Forecast the operational and capital needs of the department and formulate and administer the departmental budget.
- † Establish and enforce standard departmental policies and procedures.
- † Determine proper priorities, delegate work, and accomplish departmental objectives.
- † Maintain necessary records and prepare required reports.
- † Interpret and implement policy and procedural direction from SOS, the Village Board, and the Administrator/Treasurer.
- † Establish and maintain effective working relationships with advisory board members, Village Board, Administrator, other department heads, employees, volunteers, other governmental agencies, and the general public.
- † Represent the department and Village in meetings, public presentations, and before the media.
- † Maintain a valid Wisconsin driver's license.

GENERAL COMPETENCIES

In carrying out the duties of this job, the employee is required to accomplish all of the physical and

mental tasks routinely associated with the performance of office type functions.

In addition, the employee must be able to satisfy the following competency requirements.

- ◆ **ANALYTICAL SKILLS:** Identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
- ◆ **COMMUNICATION SKILLS:** Communicate ideas and information both in written and oral form.
- ◆ **PROBLEM-SOLVING SKILLS:** Develop feasible, realistic solutions to problems, recommend actions designed to prevent problems from occurring.
- ◆ **PLANNING AND ORGANIZATIONAL SKILLS:** Develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.
- ◆ **READING ABILITY:** Effectively read and understand information contained in memoranda, reports, ordinances, statutes, technical manuals, bulletins.
- ◆ **TECHNICAL COMPREHENSION:** Ability to learn, adopt, and apply new technology, computer systems and software programs.
- ◆ **ABILITY TO COMPREHEND AND FOLLOW INSTRUCTIONS:** Effectively follow verbal or written instructions from supervisor.
- ◆ **MATHEMATICAL ABILITY:** Calculate basic arithmetic problems (addition, subtraction, multiplication, division) without aid of a calculator.
- ◆ **TIME MANAGEMENT SKILLS:** Set priorities in order to meet assignment deadlines.

DESIRED QUALIFICATIONS

A B.A. degree in the field of social work or gerontology or equivalent specialized education or training in the needs of older adults; a minimum of 3-5 years of administrative and supervisory experience in the human services field; experience in providing case management or outreach services to individual older adults and in coordinating group activities for older adults; experience in recruiting and working with volunteers; experience in conducting public relations programs; or an equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Must possess or be able to obtain a valid Wisconsin driver's license.

Updated
01.04.16

Village of McFarland

NOTES

1. *The job duties listed herein are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

2. *The work environment characteristics and physical demands described herein are representative of those that the employee encounters or must meet while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*
3. *The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I hereby acknowledge that I have received a copy of and do understand the requirements of this position description. Dated this _____ day of _____, 20____.

Employee Signature

Department Head Signature

SENIOR OUTREACH SERVICES CASE MANAGER

POSITION DESCRIPTION

Position Title: Senior Outreach Services Case Manager
Department: Senior Outreach Services
Reports to: Senior Outreach Services Director

FLSA: Non-exempt
Represented: No
Employment Status: Part Time

POSITION SUMMARY

Distinguishing Characteristics of the Class

This position is responsible for providing comprehensive and complex case management services to adults age 60 and over and disabled adults. The objective of these services is to assist clients in solving medical, financial, and accessibility problems, thereby helping older and disabled adults to remain independent in their own homes. The programs serve residents of the villages of McFarland, Cambridge, and Rockdale and all or part of the townships of Christiana, Dunn, Pleasant Springs, and Rutland. The work involves: identifying older and disabled individuals that may need access to services; making personal contact to educate and assist eligible adults to make use of available community facilities, services, and resources; creating and maintaining a comprehensive client file; conducting functional assessments; creating case plans; and providing service coordination.

Supervision Received

Performs under general supervision of the Senior Outreach Services Director, but exercises considerable independent judgement in planning and managing the types of assistance provided to individual clients.

Supervision Exercised

None.

DESCRIPTION OF WORK

Essential Duties and Responsibilities

- Provides information and assistance to older and disabled adults regarding a wide variety of programs and services, including but not limited to Social Security, SSI, Medicare, Medicaid, Medicare Supplemental Insurance, Homestead Tax Credit, energy assistance, housing, transportation, personal care, foot care, home repair, food pantry, loan closet, Endowment Fund, elder abuse, financial, adult day care, meal sites, home delivered meals, care for caregivers, hospice, and support groups.
- As part of case management services, creates and maintains a comprehensive client file that includes initial and on-going assessments of financial, psychosocial, and personal needs, establishes short and long range goals as part of the client's case plans, records progress toward goals, documents collateral contracts, and closes files when appropriate.
- Makes referrals to appropriate agencies and services when it is indicated by assessments.
- Makes referrals to Dane County Aging & Disability Resource Center when requests are outside

the scope of department's services.

- Informs clients about county, state and federal programs that provide medical and financial help.
- Works with families, interested parties, and social and medical service agencies to determine the types of services that are needed, and educates clients in making informed choices about available resources.
- Is a certified RSVP driver.
- Keeps accurate client records and completes monthly reports for the County and the Village.
- Attends required County meetings and staff meetings that provide information and training on programs, services and pertinent issues.
- Performs tasks which may be outside of case management duties, but which support the Outreach Department and community outreach in general.
- Works collaboratively with other outreach organizations and with other Village departments to enhance comprehensive services to seniors.
- Maintains computer data, records and reports for clients and department.

Equipment Used

Personal computer/printer and various software applications, calculator, copy machine, fax machine, telephone, audio-visual equipment, motor vehicle.

Work Environment and Working Conditions

Works in normal office setting with moderate sound levels. Conducts client home visits which may expose the employee to environments which may not be optimal for health, safety and comfort (examples: hoarding, smoke-filled, odorous, untidy, structurally unsound, etc.).

TECHNICAL REQUIREMENTS

Knowledge of

- * The common service needs of older and disabled adults.
- * The physiological, psychological and social process of aging.
- * Laws, regulations, policies, and procedures applying to older and disabled adults.
- * Mental health and chronic health conditions.
- * Resources that may be used by older and disabled adults.
- * Medicare Part D regulations.

Ability to

- † Interpret and apply laws, regulations, policies, and procedures to the situations of individual

clients and educate clients and interested parties in making informed choices of available resources.

- † Interact effectively and empathetically with older and disabled adults.
- † Perform face-to-face client assessments.
- † Develop, implement, and evaluate a care plan that addresses the client's needs based on his/her values and personal strengths.
- † Maintain comprehensive and current care notes.
- † Work with little supervision, exercise sound, ethical judgment, and maintain confidentiality.
- † Listen carefully and communicate effectively in oral and written form.
- † Establish and maintain effective working relationships with those contacted in the course of work.
- † Perform computer work of moderate difficulty.
- † Maintain a valid Wisconsin driver's license and provide personal transportation (as needed).

GENERAL COMPETENCIES

In carrying out the duties of this job, the employee is required to accomplish all of the physical and mental tasks routinely associated with the performance of office type functions.

In addition, the employee must be able to satisfy the following competency requirements.

- ◆ **ANALYTICAL SKILLS:** Identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
- ◆ **COMMUNICATION SKILLS:** Communicate ideas and information both in written and oral form.
- ◆ **PROBLEM-SOLVING SKILLS:** Develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
- ◆ **PLANNING AND ORGANIZATIONAL SKILLS:** Develop long-range plans to solve complex problems or take advantage of opportunities; establish systematic methods of accomplishing goals.
- ◆ **READING ABILITY:** Effectively read and understand information contained in memoranda, reports, technical manuals, bulletins.
- ◆ **TECHNICAL COMPREHENSION:** Ability to learn, adopt, and apply new technology, computer systems and software programs.
- ◆ **ABILITY TO COMPREHEND AND FOLLOW INSTRUCTIONS:** Effectively follow verbal and written instructions from supervisor.
- ◆ **MATHEMATICAL ABILITY:** Calculate basic arithmetic problems (addition, subtraction, multiplication, division).

- ◆ TIME MANAGEMENT SKILLS: Set priorities in order to meet assignment deadlines.

DESIRED QUALIFICATIONS

An Associate degree in a human service field; three (3) years experience working with older and disabled adults; previous case management, or social work experience highly desirable; or an equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Must possess or be able to obtain a valid WI driver's license.

Updated
01.04.16

Village of McFarland

NOTES

- 1. The job duties listed herein are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*
- 2. The work environment characteristics and physical demands described herein are representative of those that the employee encounters or must meet while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*
- 3. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I hereby acknowledge that I have received a copy of and do understand the requirements of this position description. Dated this _____ day of _____, 20____.

Employee Signature

Department Head Signature

NUTRITION SITE MANAGER

POSITION DESCRIPTION

Position Title: Nutrition Site Manager
Department: Senior Outreach Services
Reports to: Senior Outreach Services Director

FLSA: Non-exempt
Represented: No
Employment Status: Part Time

POSITION SUMMARY

Distinguishing Characteristics of the Class

This position is responsible for coordinating the weekday, mid-day meal programs in McFarland and Cambridge serving adults age 60 and over, including the operation of a congregate meal site and a home-delivered meal program. The work involves taking meal reservations, placing meal orders with the catering service, setting up the meal site, packaging the meals for home delivery, kitchen clean-up, and arranging rides for participants with a transportation provider.

Supervision Received

Performs under the general supervision of the Director of the McFarland Senior Outreach Services Department.

Supervision Exercised

Gives direction to and coordinates the assignments and work of volunteers who assist with kitchen duties, the serving of meals, and home delivery of meals.

DESCRIPTION OF WORK

Essential Duties and Responsibilities

- Coordinates with catering service regarding the number of meals required, suggestions concerning menus for special events, and food quality issues.
- Sets up the meal site and cleans up site after meal has been served.
- Receives and checks in food from the caterer, and monitors and maintains appropriate food temperatures to insure food quality.
- Greets and welcomes participants.
- Records people who receive a meal.
- Oversees the collection of meal donations (posting of donation sign, assuring privacy).
- Records donation amounts, deposits donations per policy, and submits donation amounts to county on a monthly basis.

- Assists with the recruitment of volunteers to ensure adequate staffing for the congregate meal site and the food delivery program. Finds substitutes as necessary.
- Trains volunteers on appropriate procedures regarding program guidelines and food-service operations.
- Supervises kitchen, food handling and portion control.
- Assists participants with food delivery to table, and helps participants with food handling if they are physically unable to do so for themselves.
- Maintains an adequate inventory of meal program supplies, including ordering supplies when necessary, maintaining good storage protocols, and personal shopping for needed items.
- Packages food for home delivered meals.
- Monitors food quality and quantity, and reports concerns to Dane County and the Director of Senior Outreach.
- Attends County Nutrition meetings and training as required.
- Takes transportation requests and contacts transportation provider to arrange rides to the meal site.
- Attends advisory committee meetings per request to report nutrition program activities and concerns.
- Prepares end-of-the-month reports and billing information (billing agencies for their clients' meals).
- Makes copies of data at end of the month for SAMS reports.
- Decorates meal site and tables.
- Oversees student volunteer workers as a part of an intergenerational program.
- Gives input for programming around the meal site times.
- Informs department staff of observed or reported changes in status of meal site participants.
- Updates nutrition forms, including current lists of meal participants, home delivered meal routes, and volunteers/contact information.

Equipment Used

Telephone, voice mail, fax machine, copier, calculator, computer, steam table, kitchen appliances (i.e. coffee machine, microwave, dishwasher, stove), motor vehicle.

Work Environment and Working Conditions

Works in the kitchen and dining area during scheduled meal site times. Works in office for record-

keeping, computer and telephoning responsibilities.

TECHNICAL REQUIREMENTS

Knowledge of

- * Food handling protocol for the public.
- * Sanitation procedures.
- * Basic counting and record-keeping of money.
- * Working with older and disabled adults.
- * County requirements of nutrition sites and responsibilities of site manager.
- * Basic data collection and data entry techniques.
- * General data collection and forms.

Ability to

- † Maintain current food safety certification.
- † Monitor food quality and quantity.
- † Follow good sanitation procedures in handling food and keeping the kitchen clean.
- † Work well with people of all ages and personalities, especially older adults.
- † Train volunteers on meal site responsibilities.
- † Count and record donations and keep effective records.
- † Set and clean up meal site.
- † Decorate tables and site for regular activities and for special occasions.
- † Follow department and county policies/procedures.
- † Represent the McFarland Nutrition Program in a positive way to the public.
- † Establish and maintain effective working relationships with those contacted in the course of work.
- † Perform simple computer work.
- † Maintain valid Wisconsin driver's license.

GENERAL COMPETENCIES

In carrying out the duties of this job, the employee is required to accomplish all of the tasks routinely associated with the performance of this position.

The employee must be able to taste and smell; bend, stoop and reach items from cabinet, refrigerator, microwave and closets; and must frequently lift and/or move up to 25 pounds.

In addition, the employee must be able to satisfy the following competency requirements.

- ◆ **ANALYTICAL SKILLS:** Identify problems and opportunities; review possible alternative courses of action before selecting one; utilize information resources available when making decisions.
- ◆ **COMMUNICATION SKILLS:** Communicate ideas and information both in written and oral form.
- ◆ **PROBLEM-SOLVING SKILLS:** Develop feasible, realistic solutions to problems; recommend actions designed to prevent problems from occurring; refer problems to supervisor when necessary.
- ◆ **ORGANIZATIONAL SKILLS:** Establish systematic methods of accomplishing goals.
- ◆ **READING ABILITY:** Effectively read and understand information contained in memoranda, reports, technical manuals, bulletins.
- ◆ **TECHNICAL COMPREHENSION:** Ability to learn, adopt, and apply new technology, computer systems and software programs.
- ◆ **ABILITY TO COMPREHEND AND FOLLOW INSTRUCTIONS:** Effectively follow verbal and written instructions from supervisor.
- ◆ **MATHEMATICAL ABILITY:** Calculate basic arithmetic problems (addition, subtraction, multiplication, division) with the aid of a calculator.
- ◆ **TIME MANAGEMENT SKILLS:** Set priorities in order to meet assignment deadlines.

DESIRED QUALIFICATIONS

High school education; training in the food service industry; ability to obtain food safety certification; 3-5 years of restaurant/food handling experience; experience in coordinating the work of volunteers; experience working with the public, especially with older and/or disabled adults; must possess or be able to obtain a valid WI driver's license; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities.

Updated
01.04.16

Village of McFarland

NOTES

1. *The job duties listed herein are intended only as illustrations of the types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

2. *The work environment characteristics and physical demands described herein are representative of those that the employee encounters or must meet while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*
3. *The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I hereby acknowledge that I have received a copy of and do understand the requirements of this position description. Dated this _____ day of _____, 20____.

Employee Signature

Department Head Signature

