



Meals on Wheels and Senior Outreach Services

1300 Civic Drive, Walnut Creek, CA 94596 Phone: (925) 937 8311 Fax: (925) 946 1869 info@mowsos.org www.mowsos.org

Meals on Wheels Volunteer Coordinator Job Description



Meals on Wheels



C.C. Cafés



Care Management



Fall Prevention



Home Care Referral



Friendly Visitors

12/17

Meals on Wheels Program Description:

Meals on Wheels provides nutritious meals and daily contact from a dedicated staff of volunteers. The program supports independence while promoting the social, physical, and emotional well-being of seniors. The program consists of an outreach staff and volunteer drivers who deliver meals to home bound seniors on specified routes Monday through Friday.

Scope of Work:

The Meals on Wheels (MOW) Volunteer Coordinator is responsible for ensuring daily meal routes are covered by volunteer drivers and scheduling of Delivery Associates. Reporting of data to the County on a monthly basis. This position interacts with senior clients, staff and volunteers on the phone and in person.

This is a part-time position that reports to the Meals on Wheels Program Manager. The position is 30 hours per week, Monday through Friday, 8:30am to 3:00pm and is located at the Meals on Wheels and Senior Outreach Services office at 1300 Civic Drive, Walnut Creek, CA 94596.

Benefits include healthcare contribution, 401k, paid time off, mileage reimbursement, and holidays.

Duties and Responsibilities:

- Check voicemail and Drivers Log for same-day or future cancellations and process changes.
- Ensure all routes for current day are filled with substitute volunteers and Delivery Associates.
- Call all pick-up site locations to ensure all routes are out for delivery.
- Maintain a strong relationship with volunteer drivers.
- Answer phone calls from volunteers and clients and log calls accurately.
- Assist and act as back-up for other office tasks.
- Coordinate and conduct New Volunteer Driver Orientations.
- Set up ride-along for new volunteer drivers.
 - Ensure all new volunteer drivers are entered into databases (requires manual data entry).
 - Ensure all required volunteer driver forms are secure.
- Ensure all volunteer groups submit their monthly schedule of volunteer drivers.
 - A complete annual update of required necessary forms and ensure annual review for all group members.
- Accurate entry of volunteer data into custom Meals on Wheels database.

- Ensure master sheets in Volunteer Desk Binder and copy for office staff are current and up-to-date.
- Send out insurance/driver's license renewal information letters monthly to volunteer drivers.
 - Record as needed updated information received from volunteer drivers.
- Coordinate ride-along with County Monitor and drivers to observe deliveries.
- Visit each delivery site location monthly and update the volunteer driver delivery binders with new sign-in sheets and needed supplies, review procedures as needed, deliver birthday gifts.
- Organize delivery books daily for Walnut Creek office, including delivery sheets, driver supplies for temperature checks, menus, notices, and client birthday gifts.
- Notify all volunteer drivers of holiday deliveries and pick up location closures.
- Oversee office volunteers and assign tasks.
- Send copies of daily Senior Nutrition route delivery receipts and temperature check forms to the County monthly.
- Oversee birthday card program for volunteer drivers.
- Deliver daily routes if necessary.
- Additional administrative support as needed.
- Attend agency meetings.

Job Skills Required:

- Detail-orientated, reliable, punctual and independent.
- Database experience and competency with Word, Excel and Outlook.
- Manual typing/data entry.
- Excellent communication skills both verbal and written.
- Excellent organizational skills.
- Excellent phone manner.
- Professional appearance.
- Clean driving record for 3 years.
- Background check clearance.
- Have reliable transportation.
- Valid California driver's license and proof of auto insurance.
- Sensitive to the needs of older adults.
- Must be able to lift 25 lbs.
- Availability of a GPS and ability to operate it.

Interested, Qualified Candidates

Send cover letter and resume ([PDF format ONLY](#)) via email to:

Nancy Raniere
 MOW Program Manager
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