

Hawaii Meals on Wheels, Inc. (HMoW)
JOB DESCRIPTION

POSITION TITLE: Social Service Assistant I
REPORTS TO: Program Coordinator

DATE: January 1, 2020
FLSA STATUS: Non-exempt

Primary Responsibilities: Employee must promote a comprehensive approach to client support and engagement and serve as a liaison between agency, home settings and community resources.

Essential Functions:

PROGRAM DUTIES:

- Evaluate existing, new and prospective clients based on their needs, desires and limitations- this includes home visits and phone calls.
- Help determine what type of aide clients and public inquiries may need
- Assist in coordinating community resources for clients and public inquiries
- Help clients complete paperwork to apply for programs
- Maintain constant communication with clients while addressing their concerns.
- Enter new and updated information in database; assist in program reporting as needed.
- Communicating updates to client, client family, and program staff to provide comprehensive services.
- Answering the phone as needed to assist in ensuring adequate route coverage and accurate meal delivery, coordinating with volunteers and paid drivers to locate clients who are not home to receive their delivery, and answering client and family needs, volunteer, and public inquiries.
- Post daily route and client change of information in database.
- Entering new and updated client and volunteer information in client database, and all necessary communication mediums (including but not limited to- MOS, SERVTRACKER, sending emails etc.).
- Conducts route orientation for volunteer and on-call drivers as needed.

DELIVERY OF MEALS or Housing Distribution Assistance

- Delivering meals to clients as needed
- If driver uses company vehicle, maintains appearance and condition of agency vehicles, which includes but is not limited to filling gas tank, cleaning vehicles, and ensuring that needed servicing is done. Keeps Program Coordinator and appropriate staff advised regarding potential vehicle problems with HMoW vehicles.
- Maintains agency vehicles' coolers/ trays in clean, presentable condition.
- Routinely reviews new routes and updates routes.
- Presents appearance that represents HMoW including appropriate HMoW shirt and badge.

OTHER DUTIES:

- Administrative work as needed
- Receives all requests for pickups and deliveries for office staff and program from Program Coordinator. Provides timely pickups and deliveries for these program requests. These pickups and deliveries can include but are not limited to picking up ordered supplies, making bank deposits and dropping off volunteer supplies to kitchens.
- Participate in events, fairs and fundraisers as needed by HMoW.

Working Conditions:

This is an hourly (non-exempt) position

Mental and Physical Requirements:

Employee must lift and carry up to 25 lbs., get in and out of delivery vehicles easily and routinely and walk up three flights of stairs. Employee must follow safe driving procedures and make deliveries on a safe and timely basis. This employee will work in an environment that will have multiple and conflicting, time-based demands.

Communication Requirements:

Employee will communicate with clients, staff and volunteers with varying degrees of communication abilities. Employee will read maps and follow written and/or verbal directions and maintain good working relationships with HMoW staff/clients/volunteers and kitchen staff.

Equipment Use:

Employee will drive HMoW owned vehicles and may be required to use own vehicle. May occasionally use other equipment including copier and computer, cellular telephone.

MINIMUM QUALIFICATIONS

- Some experience using Microsoft Office Suite (i.e. Word, Excel)
- Access to a vehicle with valid Hawai'i No-Fault insurance for delivery purposes.
- Clean driving abstract and valid driver's license.
- Associates with 2 years experience in related field or Bachelor's degree with some experience or over 5 years experience in direct or equivalent combination of training and experience.

PREFERRED QUALIFICATIONS

Clean driving abstract.

DISCLAIMER: This job description may not comprise all duties that may be required. Hawai'i Meals on Wheels, Inc. has the right to change or delete information from job descriptions. The organization will provide reasonable accommodations to qualified individuals with disabilities to enable them to perform the essential functions of this position.