

CITY OF GLADSTONE POSITION DESCRIPTION

Class Title: Volunteer & Nutrition Program Coordinator

Department: Community Center

Range Number: 21-A

Date: March 2024 (clarified 4/10/24)

FLSA Status: Non-Exempt
Represented

GENERAL STATEMENT

Coordinates functional program areas of Community Center activities by performing a variety of duties, which may include, but are not limited to:

Volunteer Services - coordination and administration; grant preparation and administration, event planning and scheduling, marketing, advertising and publicity. Provides information, training and oversight to all volunteers assisting with Center programs. Processes required County volunteer registration and verification through Human Resources.

Nutrition Services - preparation and service of food delivered to clients at the Center, for home-bound meals (HBM) by the County-contracted food provider, and the Center's Food Box Program as well as on occasion providing catered meals. Nutrition Program coordination liaison with Clackamas County. Provides information to the Office & Client Services Coordinator on clients served through the Nutrition Program for their entry into County or other regulatory agency reporting forms/spreadsheets.

Community Events - Provides special programs and activities designed to attract a diverse and multi-faceted community-wide audience.

Emergency Resources – participation as a Center resource staff member in the Gladstone Emergency Management System. Provides Emergency Resource Center oversight, coordination and staffing.

SUPERVISION RECEIVED

Works under the supervision of the City Administrator as a member of the Center team to promote successful multi-generational programs at the Center.

SUPERVISION EXERCISED

Volunteers, students and interns. Serves as Lead and provides guidance to the Transportation & Nutrition Specialist.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Interacts with patrons, staff, vendors, and visitors with strong customer service focus. Answers questions; responds to inquiries from employees, participants, other agency representatives and the public; if necessary refer the enquirer to the City Administrator or the appropriate department.

Develops procedures and processes necessary to administer a wide range of volunteer opportunities within the City. Coordinates with City Administration to identify, develop, and prioritize needs for volunteer staffing. Provides information, explains processes, and makes recommendations for volunteer involvement.

Provides training to volunteers, monitors their performance in the assignment, resolve disputes, and promote cooperation and continued interest in the volunteer program. Maintains contact with other staff to validate the effectiveness of their placement in an assignment. Initiates County registration and verification of Center volunteers and provides Human Resources with documentation for submittal to the County. Maintains accurate records and provides timely statistical and activity reports on volunteer participation.

Trains and schedules volunteer drivers for delivery routes. Provides drivers with specific instruction including weekly route rosters and maps of locations, follows-up on status of clients and creates records as assurance. Provides nutrition program details to Office & Client Services Coordinator for their entry into County and other regulatory agency reports and spreadsheets. Attends meetings and training sessions as required by Clackamas County Social Services/Meal Provider Contract.

Food ordering, distribution, shopping, and receipting of all money collected; attends , Clackamas County/Trio meetings; performs menu planning, works with Gleaners and the Foodbank; gathers, accurately completes and submits documentation as required .

Prepares menus and purchases supplies for additional programs, such as weekend meals, bread, etc. Prepares catered meals for special events/occasions.

Serves as lead and provides guidance to the Transportation & Nutrition Specialist who will provide backup and assistance to the Program Coordinator on the Nutrition Program.

Maintains a positive welcoming atmosphere in dining room for all participants. Speaks to participants while dining and asks for opinions about menu items.

Develops and presents for City Administrator approval, marketing and promotional ideas for programs offered by the Community Center; performs on-going market research and recommends a promotional strategy to generate interest in services.

Identify government grants, private foundation grants, corporate sponsorships, and civic contributions, as well as in-kind contributions of materials and services; presents findings to the City Administrator for approval. Accurately monitors received grant appropriations for projects and programs.

As directed by the City Administrator, prepares requests for proposals and monitors concession agreements, leases and contracts and contractors working at the Center.

As directed by the City Administrator, provides staff support and information to boards, and advisory groups; represents the Community Center at quarterly Clackamas County meetings, Community Services Advisory Board, and the Senior Foundation.

Develops written materials, such as Community Services weekly report, annual report, policy recommendations for the Community Services Advisory Committee, Clackamas County, the City Council, as well as the general public.

Serves as marketing coordinator for the Center: develop flyers, news releases, pamphlets, brochures; handles all social media for the Center and maintains the Center's webpage. Makes public presentations regarding Community Services programs and facilities.

Establishes partnerships and fosters collaborations to best leverage City resources and provide sponsorship opportunities.

Maintains close contact with non-profit organizations, school officials, community groups and others regarding programs and services; meet, partner and collaborate with community non-profit representatives to develop, provide and promote recreation programs.

Accurately inputs data into standard office, departmental and Clackamas County forms. Makes moderately complex postings to accounts; compiles statistical data for various reports.

Maintains a secure and easily accessible filing system for retrieval of Center documents, records and reports relating to the volunteer program, nutrition program, events planning and grants.

Establish productive relationships with other City departments and serves as liaison for emergency management groups' utilization of the Community Center as an Emergency Resource Center.

Arranges and sets up furniture and equipment as needed to support Center programs and activities.

Assists with updating and organizing operational guidelines of the Center.

Assists with maintaining and administering security measures at the Center.

PERIPHERAL DUTIES

Position may require occasional attendance at meetings or activities outside of normal working hours which may include site monitoring. When serving as backup to other Center staff operates a vehicle to run drive participants to appointments, run departmental errands and to deliver home bound meals when necessary.

The duties listed above are intended only as illustrations of the various 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.

QUALIFICATIONS

Education and Experience:

Education beyond high school graduate or equivalent required. College degree preferred. Typical desired degree in Social Science, Gerontology, Psychology, Recreation, Marketing, Public Relations or related field.

Three (3) years of professional administrative/program management experience in a setting which specialized in providing programs for multi-generational participants and includes volunteer program coordination.

Commercial food service preparation experience required, geriatric nutrition experience preferred.

Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work will be considered in lieu of the required education.

Special Requirements:

Statistical reporting and cash handling experience.

Ability to report to work regularly and on-time, as well as to work flexible hours.

Must be able to pass the department's security clearance standards.

Must be able to pass Clackamas County ORCHARDS Background Check.

Valid driver's license, a clean driving record.

Ability to be insured by the City's Auto Liability program carrier.

Required within 30 days of hire:

CPR and Basic First Aid certification. Blood Borne Pathogens Training.

Oregon State Food Handler Card. SafeServ Certification-preferred (City expense).

Ride Connection trainings: Program Orientation;

Vehicle Orientation with Wheelchair Securement;

Road Experience Training and Test;

Defensive Driver Training;

Mobility Awareness and Assistance Program Training;

FTA and FHWA Drug and Alcohol Training.

Knowledge, Skills & Abilities:

- Advanced knowledge of personal computer operation within a network-infrastructure environment, including email, computer scheduler, word processing, database, spreadsheet, presentation and publishing programs, current social media and on-line meeting applications; a network-connected copier/fax/scanner; multiline phone; postage machine; calculator, recording equipment; various communication devices.
- Working knowledge of principles and practices of a modern office, organization, planning, records management, accounting and general administration.

- Considerable knowledge of food service planning methods.
- Considerable knowledge of Community Center procedures and methods.
- Good analytical and problem-solving skills.
- Skill in the operation of the listed tools and equipment.
- Demonstrated ability to communicate effectively, clearly and strategically in writing and strong verbal and interpersonal communication skills.
- Ability to maintain confidentiality of all information regarding all users and volunteers of the Community Center.
- Ability to exercise good judgment and make independent decisions in-line with standard operating procedures.
- Ability to perform cashier duties accurately.
- Ability to coordinate menus using nutritional guidelines.
- Ability to properly operate commercial kitchen equipment.
- Ability to remain calm and work to resolve stressful situations.
- Ability to train others on food service planning, preparation and reporting procedures.
- Ability to be creative and innovative.
- Ability to present themselves professionally in both demeanor and dress.
- Ability to establish positive and cooperative working relationships with City staff, other organizations, outside service providers and the general public.
- Ability to safely operate vehicles assigned to the Center.

TOOLS AND EQUIPMENT USED

Personal computer including word processing; database; spreadsheet; email; and various social media applications; Internet; copy machine with scanning, faxing, and printing features; various communication devices, commercial kitchen appliances and equipment and vehicles assigned to the Center.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation will be made to meet the needs of qualified individuals with limitations who can perform the essential functions of the job.

While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, appliances or controls; and to repetitively reach with up and over hands and arms; move about freely within a confined, very warm and sometimes crowded area. The employee is frequently required to walk and drive.

The employee must frequently lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. An employee in this classification will require the ability to remain calm in stressful situations; well-developed coping skills are required. The ability to safely operate a motor vehicle. Working schedule will require flexible scheduling.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet. An employee in this classification may encounter upset or disgruntled persons.

While performing the duties of this job, the employee frequently works in an environment that is a medium level traffic area and can change to be an environment where the individual can also be completely alone.

The employee occasionally has a work environment that is near moving mechanical parts; and, can potentially be subject to variations in temperature warm, from working in the kitchen area and cold from the desk location by the front door or wet while driving a vehicle assigned to the Center. The noise level in the work environment is usually moderate.

The employee is required to dress in appropriate kitchen and serving attire, and shall use all appropriate safety gear and equipment.

This position 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.

Revision History: Created March 2024.