



JOB DESCRIPTION

JOB TITLE: Associate Director – Coastal

REPORTS TO: Chief Operating Officer

FLSA STATUS: Exempt, Full-time

DIVISION: North County Service Center

SALARY: \$66,560 per year based on experience

SUMMARY:

Under the direct supervision of the Chief Operating Officer (COO), the Service Center Associate Director is responsible for the overall management of the Coastal Service Center operations. This includes overseeing all Meals on Wheels services to clients within the Service Center's geographic boundaries, managing volunteer activities, supervising staff, and ensuring efficient office operations. This role will work in partnership with the other Service Center Associate Director.

DUTIES & RESPONSIBILITIES:

- Conduct thorough client assessments to understand their needs and ensure all services provided adhere to Meals on Wheels' policies, procedures, and guidelines.
- Provide oversight and support for staff management, including training, supervising, and assessing performance of paid staff, in collaboration with the agency's COO and Chief of Staff and Human Resources.
- Serve as a member of the agency's leadership team, contributing to the strategic planning and decision-making process to achieve organizational goals.
- Establish and update client records accurately.
- Ensure timely delivery of meals and social services to clients, including personal delivery as required.
- Maintain open and effective communication with both staff and clients.
- Collaborate with the COO and Associate Director of Volunteer Programs to develop and implement efficient methods for recruiting, training, and supervising volunteers and foster regular communication with volunteers, including monthly newsletters.
- Maintain statistical data as required regarding volunteer participation in MOW programs.
- Identify, attend, and speak at civic or other community/business functions as needed to increase awareness of MOW needs and programs and serve as a resource to the community for information on MOW clientele's needs.



- Network with other social service providers to facilitate referrals.
- Maintain an effective and accurate system for gathering, retaining, analyzing, and reporting data as determined by MOW policies, procedures, and guidelines.
- Control Service Center expenditures, in partnership with the other Service Center Associate Director, to stay within designated budget constraints.
- Recruit, train, and provide ongoing guidance to the North County Advisory Committee.
- Collaborate with the External Affairs team to actively participate in local fundraising activities to generate support and resources for Meals on Wheels' programs and services.
- Maintain a safe and productive work environment, overseeing office maintenance and ensuring adequate supplies.
- Participate in personal training activities as requested or needed to maximize skills and knowledge required by the position.
- Perform other duties as assigned.

QUALIFICATIONS:

The ideal candidate will have the following:

- Minimum of one year supervisory, management or related experience preferred; or a combination of comparable education and experience can be considered.
- Extensive knowledge and understanding of the physical, social, and emotional aspects of people in their later years of life, and the impact these factors have on the individual as well as the family, the social and the cultural environment in which they live.
- Outstanding interpersonal skills to work effectively with staff, volunteers, clients, and the community.
- Knowledge and skills in supervision and effective team building.
- Excellent listening and verbal communication skills, as well as written communication skills.
- Able to understand, organize and analyze statistical data.
- Knowledge of the specific, social, physical, and financial community resources which impact the well-being of the clients.
- Effective time management skills.
- Working knowledge of computers and smart devices. Ability to quickly learn MOW's software programs.



- Comfort with and capable of representing the Agency in a variety of social, professional, and physical settings, which may require working some evenings, weekends, and holidays, and in various MOW locations.
- Able to cope under pressure and with emergency situations.
- Proficiency in public speaking and communication.
- Able to lift and carry supplies and or equipment up to 35 pounds.
- Able to ascend/descend stairs, enter/exit narrow doorways or passages and traverse uneven/bumpy/soft surfaces.
- Able to drive a vehicle, possess a valid California driver's license, and a reliable and insured vehicle which can be used on the job when necessary.

REQUIREMENTS:

Standard office environment. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Must have a valid California driver's license. Physical requirements include standing, sitting, typing, bending, and lifting to approximately 35 lbs. The noise level in the work environment is moderate. Must have reliable transportation.

Successful candidates for this position will be subject to a background check as a condition of employment.

SUMMARY OF BENEFITS

- 160 hours of Paid Time Off (PTO) Annually - subject to the MOWSD PTO policy
- 11 Paid Holidays Annually
- Medical Insurance - Choice of 4 HMO plans+ 2 PPO through Meals on Wheels Group Plan
- Dental Coverage & Vision Coverage
- Life, Long-Term Disability (LTD), Employee Assistance Program (EAP)
- Flexible Spending Account
- 401 (k) plan, including up to 3% employer matching contribution.

TO APPLY:

Please send your resume and cover letter to the hiring team at humanresources@meals-on-wheels.org. Applications will not be considered complete without both.

Note: *This position is considered "EXEMPT" by the Fair Labor Standards Act. This organization reserves the right to revise or change duties and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment. Meals on Wheels San Diego County is at "at-will" employer. Criminal background checks, fingerprinting, and bonding are required.*