



Senior Nutrition Program Meal Server Job Description

Purpose:

Senior Nutrition Program Meal Servers assemble, package, deliver, and serve catered meals to older adults and eligible persons with disabilities, in defined geographic areas. Meal delivery service may be conducted in person at assigned Senior Centers in Tempe and/or Scottsdale. Meal service also includes driving and delivering catered meals to the homes of program participants. The home-based meal delivery service includes a brief wellness check and distribution of program or nutrition information. The Senior Nutrition Program helps participants to avoid the adverse health consequences of food insecurity and malnutrition and helps maintain their independence as they age.

Supervision Received and Exercised:

Receives general supervision from the Senior Nutrition Coordinator

Essential Functions:

Duties include, but are not limited to, the following:

For the Home-Delivered Meal Service:

- Receive delivery of prepared meals and assist volunteers and staff with assembling and packaging meals in compliance with agency and fund source requirements and Maricopa County health regulations
- Deliver meals, using personal vehicle, to pre-established geographic regions, ensuring successful delivery within required timeframes
- Greet meal participants at their doorways and take note of physical appearance, general condition, and safety of immediate surroundings
- Collect recipient signatures and complete status forms
- Deliver monthly menus, newsletters, surveys, and other information as necessary
- Follow established safety and reporting protocols, including but not limited to contacting emergency services and/or reporting any matters of concern to the Program Manager
- Maintain accurate documentation of meal delivery activity and mileage; provide daily reports as required
- Assist with kitchen cleaning and maintenance, clean and maintain meal delivery bags and storage dishes
- Interact with and assist volunteers on a regular basis

For the Senior Center Congregate Meal Service:

- At senior centers, ready the kitchen and dining space for the congregate meal service
- Greet meal participants
- Encourage meal donations; collect and document donations and provide to supervisor
- Assist with meal set up and service
- Clean & disinfect work areas, equipment and utensils following the meal service
- Serve customers in a friendly, efficient manner following outlined steps of service
- Resolve customer concerns and relay relevant information to supervisor



- Accept meal reservations and enter registration into the ServTracker data management system daily; provide meal counts for catering orders

General Responsibilities:

- Demonstrate professionalism, compassion, and sensitivity in all interactions with clients
- Meet applicable program policies and procedures including cash control procedures, contract requirements and applicable health, sanitation, and safety standards
- Other duties as assigned
- Encourage volunteer involvement among seniors in meal service
- Maintain kitchen health, safety, and cleanliness requirements
- Other duties as needed and appropriately assigned

Minimum Qualifications:

- Must be 18 years old or older
- Bilingual English/Spanish desired
- Computer literate (Microsoft Windows and data management systems)
- Understands operation of kitchen equipment, has good organizational skills, and the ability to follow instructions
- Demonstrates excellent customer service and communication skills

Experience:

- 1-year related experience and /or education; experience working with older adults preferred
- Sensitivity to the needs of elderly and homebound adults with disabilities
- Responsible work history indicating dependability, initiative, flexibility and ability to follow directions
- Demonstrated ability to work effectively in crisis situations
- Physical capability to perform the job including loading meal carriers and food boxes into a vehicle and the homes of the clients. Ability to lift 45 lbs.

Education:

- High School Diploma/GED required. Post-secondary education in a related field desired.

License/Certifications:

- Level I Fingerprint Clearance Card
- CPR/FA Certificate
- Food Handler's Card

Status:

Hourly/Non-exempt, up to 25 hours/week; Monday through Friday mornings/early afternoon

License/Certifications:

- Maricopa County Food Handlers Card
- Valid Driver's License
- Arizona Dept. of Public Safety Level I Finger Print Clearance Card



- Arizona Dept. of Economic Security Criminal History Self Disclosure Affidavit (notarized signature required)

Other Requirements:

- Current auto registration
- Current Auto Insurance (AZ State required level of liability insurance)
- Dept. of Transportation Driving record – 39 Month report
- TCAA also completes the Arizona Department of Economic Security Division of Aging and Adult Services (DAAS) Central Registry Background Check
- Personal vehicle for use on the job (mileage reimbursement is available)

TCAA is an Equal Opportunity Employer