



## **POSITION: Program Services Director**

### **JOB DESCRIPTION:**

**This position is a newly created one that will develop over time.**

As a critical member of the Executive Director's administrative team, the Program Services Director is a year-round full-time position based in Meals on Wheels' Administrative office.

The Program Services Director is responsible for planning, coordinating, implementing, and evaluating program services initiatives including: AniMeals, Friendly Visitor's, Fall Prevention, Health & Wellness, In-Home Safety, We Care packages, Holiday Gift, Beat the Heat, and other special initiatives. Position will use a variety of promotional approaches, including social and print media, in-person presentations, and attendance at community events.

Reporting directly to the Executive Director and working with the Board, staff, and volunteers, this person represents and identifies program services and special initiatives for MOW's mission.

### **JOB DUTIES & RESPONSIBILITIES:**

- Develop, promote and oversee the program services and special initiatives: AniMeals, Friendly Visitor's, Fall Prevention, Health & Wellness, In-Home Safety, We Care packages, Holiday Gift, Beat the Heat, and other special initiatives.
- Work with leadership for planning, creating and implementing purposes. May include: Communications & Marketing Manager, Volunteer Services, Client Services, and Logistics team members.
- Promote programs including social and print media, in-person presentations, and attendance at community events.
- Pursue and manage outreach opportunities to support and expand program services.
- Develop, network, and maintain relationships with various community partners.
- Evaluate programs to ensure effectiveness and recommend/implement changes as needed.
- Maintain accurate records of activities and events; reporting purposes for internal use and for required program reports to various entities.
- Participate in training and staff development, as related to the position.
- Recognize the inherent dignity of each client/participant served and preserve his/her right to confidentiality and respect.
- Abide by the policies and procedures of Meals on Wheels North Central Texas Board of Trustees as implemented by the Executive Director.
- As needed, fill in as Logistics relief for home delivered meal service: driving and delivering meals, packing side food items, washing fleet vehicle, and receiving/storing weekly food deliveries. Approximate time estimate: 15-20%.
- Participate on assigned team of facility cleaning.
- And other duties when needs arise.

### **QUALIFICATIONS:**

- Bachelor's Degree in Social Work, Public Relations, or related field.
- Two-to-three years' experience in the area of social work, marketing, development, or promotion.
- Experience working with seniors and/or people with disabilities preferred.
- Proven passion to uphold and support the mission of Meals on Wheels.

- Detail-oriented, organized, self-motivated, and hard working with record of completing assignments
- Ability to work well both independently and in conjunction with others.
- Professional yet approachable in dress and demeanor.
- Coachable and open to ongoing professional development.
- Clear communicator in written and spoken word.
- Proficient in Microsoft Office (Word, Excel and Outlook).
- Comfortable working with and addressing culturally and ethnically diverse staff, volunteers, senior adults and community groups.

## **PHYSICAL & COGNITIVE DEMANDS**

This position is generally set in a comfortable office environment, however, it may occasionally require outside of office work. It requires seeing, hearing, sitting and walking on a daily basis. It may require bending and lifting 25 pounds on an infrequent basis. Donor/client/volunteer field work may occur during or after business hours and it requires talking, writing, driving in inclement weather, walking on uneven surfaces and standing for upwards of 30 minutes straight, depending on the situation.

## **ABOUT MEALS ON WHEELS NORTH CENTRAL TEXAS**

Meals on Wheels North Central Texas is a community-based organization focused on helping homebound elderly and disabled persons remain independent and healthy in their homes by providing nourishing meals, a friendly visit, and a wellness check.

We are an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability or veteran status.