

Program Manager (Meals on Wheels)

Eliminating racism. Empowering women. YWCA Metropolitan Phoenix's mission lives in the soul of everyone at YWCA because we demand a world of equity and human decency. We envision a world of opportunity. We commit ourselves to the work of justice. Every day, we get up and do the work, until institutions are transformed; until the world sees women, girls, and people of color the way we do: Equal. Powerful. Unstoppable. All YWCA staff members are expected to function as self-directed members of a collaborative team, to model professional standards and the YWCA Mission, and to help sustain an environment that encourages women's and girls' investment in themselves and the YWCA movement. Successful candidates are on their own racial justice learning journey. We believe in **Self-Managed Teams (Learning, Creating, and Leading Together), Collaboration, Co-creation, Inclusivity, Respect, Engaged and Engaging, Fun and Joy.**

Work Environment: Work is performed primarily in Glendale location.

Position Summary:

YWCA provides an excellent work environment with competitive pay and the opportunity for professional and personal growth. Success in this position will depend upon a positive outlook, solid work ethic, and the ability to operate in a team environment, as well as function independently where required.

Program Manager (Meals on Wheels) ensures meals are delivered to individuals who are homebound due to health, physical, and/or cognitive impairments. Oversee and facilitate the activities of the YWCA Home Delivery team. Responsible for coordinating team members, routes, and budgets to ensure that all delivery schedules are met on time. Supervises part-time meal delivery drivers and volunteers who are the link between the home delivered meal clients and the senior center. Must have proven leadership and interpersonal skills, and a great understanding of delivery processes, and the YWCA mission. Demonstrates a learning mindset and is comfortable with social and racial justice initiatives. Finally, they strive toward equitable systems, more connected communities, and relationships with people from various economic and geographic backgrounds.

We encourage all who are interested and are passionate about serving community, who meet most of the minimum qualifications or skills below to apply. If you or someone you know has experience in advocacy and community building, please forward or apply.

Essential Functions

- Ability to manage both strategic and tactical responsibilities
- Must be able to exercise excellent independent judgment
- Ensure that all safety guidelines and sanitation guidelines are met
- Supervise, interview, hire, train, evaluate, onboard and off board all Home Delivery Meal Team
- Prepare all required paperwork, including forms, budgets, reports and schedules in an organized and timely manner including payroll and mileage reimbursement

Metropolitan Phoenix

- Provide quality seamless customer service with employees, clients, agencies, vendors, partners and the public
- Conduct outreach and presentations to community agencies
- Provide input into grant writing, budgeting process & program planning in collaboration with the leadership team
- Relate to and work with elderly and adult disabled individuals
- Perform supervisory ride-a-longs of all meal delivery routes
- Monitor and adjust routes based on logistics and trends
- Maintain confidential client information and maintain program documentation
- Other duties as needed and appropriately assigned

Required Skills

- Works collaboratively within a team environment
- Ability to take ownership/responsibility of tasks of projects assigned/held
- Ability to navigate quickly between projects
- Can coordinate multiple tasks simultaneously
- Ability to be flexible and adaptable to changing work environments, priorities, and organizational needs
- Highly motivated, self-directed, and proactive problem solver
- Ability to navigate with empathy through communities
- Able to inquire with thoughtfulness and kindness while keeping communities at the forefront
- Excellent communication skills – both verbal and written
- Support account team with proper documentation of expenses and revenue
- Lead and/or assist with special projects to build capacity and strengthen programs
- Provide collaborative support with multiple partners supporting organizational goals
- Reach, bend, stoop and frequently lift up to fifty pounds

Desired Qualifications

- Minimum 5 years of experience in social service setting, or customer service-related industry
- Bilingual in English and Spanish Preferred



Responsible to: Director of Senior Services

Job Type: Full-time, Exempt

Salary: \$40,000 - \$50,000

Schedule: 40 hours per week. Some weeks may require evenings and weekend hours.

Benefits: *after 90-day waiting period*

- Health insurance
- Dental insurance
- Flexible spending account
- Life insurance
- Paid time off
- Vision insurance
- Retirement plan (employer contribution after 2 years)

License/Certification Requirements:

- Pass Level one background check
- High School degree
- Valid Arizona Driver's License with no restrictions
- Must be eligible to work in the U.S. (E-Verify confirmation)
- Arizona Department of Public Safety Background level one Clearance

TO APPLY:

Submit your resume, cover letter and 3 references to:

YWCA Metropolitan Phoenix

Subject: Program Manger (Meals on Wheels)

Attn: jobs@ywcaaz.org

Open until filled

YWCA Metropolitan Phoenix is committed to fostering a diverse and inclusive workplace. We are dedicated to hiring employees who reflect the communities we serve, including women, people of color, LGBTQ2S+ individuals, seniors, and people with disabilities. YWCA Metropolitan Phoenix will provide accommodations in all aspects of the hiring process. If you require an accommodation, we will work with you to meet your needs.