



CITY OF JERSEY CITY
DEPARTMENT OF HUMAN RESOURCES
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STEVEN M. FULOP
MAYOR

NANCY RAMOS
DIRECTOR

Job Opening:
Senior Citizen Outreach and Referral Program Supervisor

Department: Health & Human Services

Division: Food & Nutrition

Exempt/Non-Exempt: Exempt

Workweek: M-F, 7:00 A.M – 3:00 P.M or 7:30 A.M – 3:30 P.M (40 hours)

Salary: \$45,000-\$50,000, based on qualifications and experience. Competitive Jersey City retirement and health benefits package available, including pension, dental, medical, prescription, FSA (flexible spending account), life insurance, and more

The Department of Health & Human Services' Home Delivered Nutrition Program or "Meals on Wheels" program provides nutritionally balanced meals to homebound Jersey City residents who are 60 years of age or older. The program seeks to alleviate hunger, food insecurity, and social isolation experienced by seniors who want to stay in their homes but cannot shop for groceries or prepare meals for themselves.

The Division of Food & Nutrition is looking for a **Senior Citizen Outreach and Referral Program Supervisor** who will report to the Director of the Division of Food & Nutrition. The Senior Citizen Outreach and Referral Program Supervisor is responsible for the day-to-day operations and the overall management of the Meals on Wheels program including the supervision of the Meals on Wheels drivers and caseworkers. We are seeking a strong, highly detail-oriented, and multi-skilled leader who can coordinate the efforts of the Meals on Wheels staff to strengthen and grow Hudson County's largest Meals on Wheels program.

Job Duties:

- Develop and maintain program policies and operating procedures focused on a client-oriented service delivery model with a strong focus on contract deliverables and continuous quality improvement.
- Work with the Division Director to develop program goals, objectives, and long-term strategic plans to strengthen and grow the Meals on Wheels program.
- Create and implement outreach programs to increase community awareness of the program and build long-term working relationships with current and potential referral sources to grow program participation.
- Supervise drivers and caseworkers including ensuring adherence to program policies and procedures, monitoring individual performance, and conducting formal performance evaluations.
- Oversee the daily administration and distribution of meals to clients by updating delivery route sheets with any route changes, emergencies, client cancellations, and adding new clients as needed to ensure all meals are delivered in a timely manner.
- Coordinate and ensure the timely scheduling of all initial assessment, reassessment, and case management of all Meals on Wheels clients including assigning clients to caseworkers for initial in-home assessments, three-month phone assessments, and six-month in-home reassessments.
- Handle referrals for applicants to the Meals on Wheels program and make referrals to other meals program, social services, and other government agencies when appropriate.

- Prepare and submit monthly reports about grant information, units of service, client satisfactions survey, and any incidents with Meals on Wheels vehicles and/or drivers.
- Direct and oversee the collection of all required client data into the client management systems and enter relevant data into the department's monthly data dashboard.
- Monitor the cleanliness and maintenance of vehicles, storage areas, and equipment associated with the Meals on Wheels program.
- Maintain a frequent contact and good relationship with caseworkers, drivers and food vendor regarding monthly meal menu, ordering meals, route status, delivery schedules, food quality issues, and keeping a temperature log to ensure that food is properly stored at all times.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Required Education Background: Bachelor's Degree in Public Administration, Public Health, Health Services or related field.

Required Experience: Minimum two (2) years of experience involving counseling or assisting senior citizens. Must possess a valid New Jersey Driver's License.

Essential Skills:

- Strong program management, supervisory, and leadership skills;
- Proficient with Microsoft Office Suite including Outlook, Word, and Excel.
- Ability to quickly learn new computer programs, Experience with client management systems a plus;
- Ability to work independently with minimal supervision and lead a diverse field-based team;
- Exceptional interpersonal skills with the ability to work collaboratively and foster positive and professional relationships with direct reports, supervisor, clients, and community/government agencies;
- Excellent organizational, record keeping, time management, and multi-tasking skills including the ability to set priorities and be flexible to last-minute changes.

Preferred Education Background: M.S.W or Master's degree in Human Services or related field.

Preferred Skills:

- Bilingual (Spanish/English) or (Arabic/English) preferred but not required
- Three (3) to five (5) years of experience in managing a team
- Knowledge of Jersey City neighborhoods and local government and/or community resources

Full Civil Service job description available here: <http://info.csc.state.nj.us/jobspec/04880.htm>. You must eventually pass and qualify for this Civil Service title.

To apply for this job with the City of Jersey City fill out our [Employment Application](#).

The City of Jersey City is an Affirmative Action/Equal Employment Opportunity Employer and complies with all applicable federal and state laws, rules and regulations relating to anti-discrimination and anti-harassment.