



## **Nutrition Program Supervisor Job Description**

Reports to: Nutrition Administrative Manager

FLSA: Hourly non-exempt position

### **Summary:**

Working under the direct supervision of the Nutrition Administrative Manager, the Nutrition Program Supervisor will be responsible for coordinating, overseeing, and evaluating all aspects of the Meals on Wheels (MOW) delivery process for SourcePoint. The Supervisor is responsible for assisting in the development and ensuring the implementation of policies and procedures established for the successful operation of the program. The Nutrition Program Supervisor will be responsible for and work directly in the following areas:

### **Essential Job Functions and Expectations:**

- Assist Nutrition Administrative Manager with hiring of paid delivery staff. Program Supervisor is responsible for orientating, supervising, training, and evaluating meal delivery volunteers and paid MOW delivery staff
- Provide oversight and supervision of subordinates in the development, refinement, and operations of MOW services, which includes assisting in the development of policies, procedures, reports, and job descriptions
- Assume the duties of direct reports, as appropriate and necessary to meet the needs of the department
- Ensure that department has sufficient meal delivery volunteers to fill all vacant positions, provide feedback and assist the Volunteer Recruiter with development and implementation of recruitment strategies for targeted and general recruitment related to the Meals on Wheels Program; ensure that the onboarding process of new volunteers prepares them to fulfill their duties; and develop and conduct training, as necessary, to meet the needs of the volunteers, and fulfill funding requirements
- Serve as primary volunteer coordinator for the volunteer and paid meal drivers, including maintaining daily schedules, arranging substitute drivers as needed, maintaining all required documentation for each driver and assistant as related to program and funders' policies
- Responsible for preparing the office for volunteer and paid driver arrival, including supplies used by the drivers
- Responsible for route management, including evaluation for safety and efficiency
- Oversee maintenance and usage of MOW van fleet
- Investigate and report any accidents, incidents or injuries involving SourcePoint volunteers, staff or clients immediately to the Nutrition Administrative Manager
- Maintain a thorough knowledge of customer eligibility for all funding sources, service availability, and all program requirements
- Attend and participates in all staff meetings, training sessions, and in-service education programs, as required
- Adhere to all applicable nutrition program policies and procedures

- Maintain a thorough understanding of all the programs and services provided and supported by SourcePoint, both within the organization and through our many community partners
- Exhibit an understanding of and commitment to SourcePoint’s pursuit of excellence in customer service

**Qualifications:**

- High school diploma or equivalent required, Associate’s degree preferred
- Minimum of 2-3 years supervisory, program management and employee or volunteer training experience
- Experience working in Meals on Wheels, or similar program, with knowledge of applicable funding requirements preferred
- Experience in planning programs, activities, and or engagement opportunities preferred
- Ability to meet deadlines and successfully handle multiple tasks
- Demonstrated proficiency in a wide range of software programs including Outlook, Access or other database programs, Excel, Word, and other nutrition specific programs
- Possess excellent communication skills and demonstrate effective oral, written, and electronic communications methods with a culturally diverse group of employees and volunteers in an articulate and professional manner
- Ability to be creative and to deal with ambiguity and change on a routine basis
- Ability to promote a positive work culture within the organization; and project a positive image of the organization in the community and to routinely interact with the general public
- Must be willing to submit to and pass criminal background checks per agency policy

**Essential Physical Requirements/Working Conditions:**

- Ability to lift 30 lbs. on a regular basis without assistance
- Ability to drive to and from home visits, meeting, events, etc. on a regular basis and have access to a reliable automobile; and must maintain automobile insurance in an amount established by SourcePoint
- Ability to safely navigate uneven terrain and stairs
- Ability to work with individuals in diverse living situations and conditions, including ability to work in environments where is potential for exposure to animals, second-hand smoke, unpleasant odors, etc.

**Other:**

It is recognized that in any organization, particularly a small organization, it is necessary to assume new responsibilities appropriate to ensure a smooth continuity of operations with the organization. Not only is the Nutrition Program Supervisor required to wear many hats, but it is expected that this person will be familiar with the work of others to the point of being able to fill in on a temporary basis. It is also anticipated that other organizational needs will emerge from time to time, which will be assigned to the Program Supervisor.

Nutrition Program Supervisor  
Updated January 2022

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Employee Signature

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Date