

Job Posting

Job Title:	Supervisor, Meals on Wheels Program	Status:	Full-time, permanent
Department:	Seniors	Union:	Excluded
Posting Date:	November 9, 2017	Posting Close:	November 17, 2017 at 4:00pm

Dixon Hall Neighbourhood Services is multi-service agency located in the heart of east downtown Toronto. For 87 years, we have been touching the lives of thousands of our community's most vulnerable residents by providing a range of programs and services across every stage of life.

Dixon Hall Neighbourhood Services (DHNS) Seniors Services is currently welcoming applications from qualified applicants for the position of Supervisor, Meals on Wheels program. We are looking for a caring and enthusiastic individual to join our team and become part of a progressive non-profit organization.

Reporting to the Manager, Community Programs, the Supervisor, Meals on Wheels is responsible for the overall implementation and administration of the Meals on Wheels program and the supervision of all Seniors' Department drivers.

Responsibilities:

1. Manage and oversee daily Meals on Wheels volunteer schedules and daily Meal on Wheels routes, including preparing the weekend schedules.
2. Manage and oversee the weekly Food for Life volunteer schedule and liaise with the Food for Life staff regarding volunteer issues.
3. Make referrals to other organizational programs and services where appropriate.
4. Maintain CIMS database, reviewing and closing files as needed.
5. Maintain appropriate administrative records for the program.
6. Receive and record client fee payments for submission to the Finance Department.
7. Ensure the printing of daily route sheets for volunteers, drivers, and meal providers.
8. Liaise with meal providers such as St. Michael's Hospital, Bridge Point Heath, Apetito, and Food Share.
9. Maintain statistics for reporting purposes.
10. Respond to client inquiries, requests, and concerns.
11. Supervise, train, and support Weekend Meals on Wheels Coordinators, and all department drivers.
12. Train, supervise, support, and monitor students and volunteers executing the delivery of service in the Meals on Wheels program.
13. Make recommendations for employment and corrective actions to maintain agency standards.
14. Foster positive relationships with clients, volunteers, and staff.
15. Participate on internal and external committees and at agency events.
16. Conduct program, department, and agency outreach and promotion, as necessary.
17. Assist and support with other programs as required.

Qualifications:

- A minimum of 3 – 5 years' experience working with seniors and/or adults with disabilities or illness.
- College diploma/University degree.
- Excellent organizational and interpersonal skills.
- Strong English language verbal and written communication skills (other languages an asset).
- Knowledge in using CIMS database an asset.
- A valid "G" class driver's licence is recommended; an "F" class or higher driver's licence is an asset.
- Computer skills required (MS Office applications).
- Self-directed and independent, as well as proven experience in working effectively as an inter-disciplinary team member and in collaboration with other community professionals.
- A satisfactory Vulnerable Sector Criminal Records Check is required.
- Able to maintain strict confidentiality.

To apply, please email your resume and cover letter as a single Word or pdf document to hr@dixonhall.org before **November 17, 2017 at 4 p.m.** quoting File #17-SRS-05 in the email "Subject" line.

Internal Applicants please mark "internal" on envelope and/or put same in the subject line if applying by email.

Dixon Hall Neighbourhood Services is committed to developing an inclusive selection process and work environment. If contacted for an interview, please advise the hiring manager if you require any accommodation during the interview process. The hiring process is governed by Dixon Hall Neighbourhood Services Race Relations and Employment Equity Policies.