

LIFESCAPE COMMUNITY SERVICES/COMMUNITY KITCHEN, INC.
Job Description

Position: Home Delivered Meals/Information and Assistance Intake Caseworker

Job Summary: The primary responsibilities of this position are to correct and improve home delivered meals processes with the assistance of the Nutrition Supervisor to provide the most efficient service to the clients, take walk in clients and complete necessary intake paperwork for the client, complete intakes, assessments, and re-assessments for home delivered meal clients and maintain necessary paperwork. Will work with both the HDM staff and the Senior Assist staff and supervisors.

Essential Duties and Responsibilities include the following. Related duties may be assigned.

- Receive and process home delivered meal intakes from clients, family, friends, and referral sources.
- Process home delivered meal assessments and re-assessments in specified time frames.
- Maintain timely and accurate required documentation. Complete data entry information.
- Creates new client folders with client notes as soon as client is started.
- Maintain home delivered meal call database, including both Tower and Aging.
- Process home delivered meal changes from clients.
- Provide guidance and training for other HDM intake staff or volunteers.
- Assist in finding information as requested by any auditing or monitoring group.
- Provide assistance with completion of various forms and applications.
- Participate in activities and events to promote agency services.
- Attend training as required by Supervisor.
- Assist with special projects as requested by supervisor, Assistant Director or Executive Director.
- Represent the agency professionally in manner, speech, and dress.
- All other duties as assigned by Supervisor, Assistant Director, or Executive Director.

Essential Functions:

- Must be able to read, write, and understand written and verbal instructions.
- Must be able to operate fax, copy machine, fastener, computer, and multiple telephone lines.
- Must be able to effectively communicate with volunteers, consumers, caregivers, staff, and visitors.
- Must be able to interpret consumers or caregivers needs.
- Must be able to operate Windows '98 and Microsoft Office based software.
- Must be able to type 40 words per minute and be skilled at data entry.
- Must be able to interpret a variety of instructions furnished in written or oral form.
- Must be able to perform job-related duties outside of the office environment.
- Must be able to work independently

Qualification: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and /or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Minimum Requirements

- Must be 21 years of age.
- Associate degree or equivalent.
- Must have two years direct service experience and/or equivalent training.
- Must have valid driver's license, clean driving record and own transportation with current insurance coverage.
- Must be able to work and communicate effectively with older persons, persons with sight and hearing impairments, and persons with a variety of economic, social, and cultural backgrounds with an emphasis on seniors.