



FLATHEAD COUNTY, MONTANA

Position Vacancy Announcement

POSITION: NUTRITION PROGRAM MANAGER

DEPARTMENT: AGENCY ON AGING

If you have any questions about this position vacancy please call: 406-758-2482

NUMBER OF POSITIONS OPEN: 1

FULL TIME REGULAR
(YEAR ROUND POSITION)

STARTING WAGE: \$21.85 per hour

PART TIME SEASONAL

SALARY AT:

1 Year Step \$22.73 per hour

2 Year Step \$23.63 per hour

3 Year Step \$24.11 per hour

TEMPORARY

VISIT https://flathead.mt.gov/human_resources/downloads.php FOR BENEFIT INFORMATION.
SEE ATTACHED JOB DESCRIPTION.

APPLY FOR THIS POSITION AT FLATHEAD COUNTY'S WEBSITE:
https://flathead.mt.gov/human_resources/apply/

ALL COMPLETED APPLICATIONS MUST BE SUBMITTED ELECTRONICALLY THROUGH FLATHEAD COUNTY'S WEBSITE BY 5:00 PM ON THE CLOSING DATE. Paper, faxed or email applications will not be accepted.

Flathead County's pre-employment process includes reference checks and criminal history checks. A record of criminal conviction will not necessarily bar you from employment. Depending on the position, the pre-employment process may also include skill testing and drug/alcohol testing.

FLATHEAD COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Flathead County is an equal opportunity employer. Flathead County shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

This job description is intended to reflect core areas of responsibility and an incumbent employees' knowledge and skill set needed to complete those functions. This document is not intended to catalog each individual duty; employees are routinely called upon to address emerging employer requirements in alignment with individual work units and assignments of jobs. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer change.

Job Title:	Nutrition Program Manager	Job Code:	04400
Department:	Agency on Aging	Pay Grade:	Standard 28
Reports to:	Assistant Director	FLSA Status:	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt

Department Overview: The Flathead County/Area IX Agency on Aging assists people age 60 and older and adults with disabilities to lead independent, meaningful and dignified lives by providing information, offering direct services, contracting for services and connecting individuals and their families or caregivers with a wide range of public benefits and local services. The Agency is an Aging and Disability Resource Center and is the state-designated provider for Flathead County of federal Older Americans Act services, such as Congregate Meals/Meals on Wheels, Information/Referral and Outreach, and Home and Community-based Assistance (Independent Living Services). Other services include Medicare and benefits counseling, fraud/abuse education, legal assistance, veterans' services, long-term care ombudsman and support for area Senior Centers.

Job Summary: The Nutrition Program Manager is responsible for program planning, operations, compliance and evaluation as well as the day-to-day management & supervision of staff and volunteers. In addition to multi-site Meals on Wheels and Congregate Dining services, the Nutrition Program provides limited catering for special events and meetings. The Nutrition Program Manager also contributes to planning, program and fund development, performance assessment and quality improvement, budgeting, contract monitoring and reporting. The work entails interacting and communicating effectively with other staff and management, state personnel (e.g. DPHHS), professionals in the community/state, clients and their families as well as the general public.

Essential Functions (Major Duties or Responsibilities): *These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.*

- Ensure nutrition services are meeting the needs of older adults; develop, implement and evaluate related policies, procedures, processes, tools, systems and documents for efficiency and effectiveness; support and help facilitate a coordinated, person-centered approach to service delivery in which nutrition clients are evaluated for and connected to other Agency services as well as community resources.
- Review, understand and ensure compliance with contracts, grants and other legal documents that define the nutrition program; contribute to the development of monitoring/reporting processes.
- Assist with the development, monitoring and management of program budgets, and with grant proposals and fundraising initiatives.
- Ensure compliance with food safety standards; oversee semi-annual inspections by the Flathead County Health Department and ensure corrective actions are taken.

- Recruit, train, support and evaluate staff and volunteers; follow-up on performance issues and implement retention strategies; build effective teams and nurture a positive workplace culture.
- Promote operational safety and ensure a safe work environment.
- Oversee the day-to-day meals and home-delivery preparation as well as the functioning of the Agency (Kallispell) dining site.
- Monitor and support subcontracted community meals sites to ensure the coordinated provision of meal services throughout the county. Conduct annual site compliance assessments and quarterly nutrition staff training and information meetings.
- Complete/oversee client intakes and assessments in accordance with rules, regulations, agency policies and other applicable criteria; engage in problem-solving with other service providers to ensure coordinated care on behalf of specific clients.
- Purchase and manage inventory of food, supplies, equipment and all other program related items; ensure required storage standards are met.
- Ensure accurate and timely data entry; prepare or oversee preparation of local, state and federal reports, as well as those for grants and donors.
- Ensure client files are maintained in accordance with program and confidentiality standards; ensure operational records are maintained and retained as required by rules, regulations, agency policies and other applicable criteria.
- Develop, test and maintain emergency preparedness, response and contingency plans.
- Keep abreast of and share emerging knowledge in the field of aging and nutrition services to support operations, evaluation and planning.
- Contribute to public relations and education to inform older adults and attract public engagement and support for the Nutrition Program.
- Perform other duties as assigned.

Physical Demands and Working Conditions:

- Works in a combination of environments, including office, kitchen, serving/dining room and storage. May also travel throughout Flathead County requiring operation of a motor vehicle in a variety of weather conditions; must possess a valid Montana driver's license and a good driving record.
- May occasionally travel out-of-area or out-of-state to attend meetings, training or conferences.
- Works a Monday - Friday daytime schedule (hours may vary) with occasional evening and weekend commitments.
- Constantly required to use hands to handle or feel objects and to keyboard.
- Frequently required to sit, talk, write, listen, read, use a computer, and talk on the phone.
- Subject to frequent interruptions.
- May infrequently be required to stand, walk, climb, balance, stoop, kneel, crouch or crawl and reach with hands and arms.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision and depth perception.
- The employee is infrequently required to lift and/or move up to 20 pounds.
- The noise level of the kitchen and dining room is frequently high due to the running of commercial fans and equipment in the kitchen, and the number of people in the serving and dining area during peak hours.

Supervision Exercised: The Nutrition Program Manager exercises direct supervision of the Head Chef and the Nutrition Program Assistant as well as general oversight of all Nutrition Program staff; assists with the coordination, support and oversight of nutrition volunteers and subcontracted site staff.

Knowledge, Skills, and Abilities:

Knowledge of:

- Common concerns and needs of older adults and their families & caregivers, people with disabilities and veterans.
- Meal preparation, service and delivery including: health, safety and sanitation practices; materials, methods and equipment used in large scale food operations; recipe and menu development; meal adaptations required to meet special dietary needs.
- Program development, budgeting, implementation and evaluation methods, procedures and best practices.
- Data management and reporting principles and best practices.
- Personnel/volunteer management and team leadership principles and best practices.

Skills and Abilities to:

- Learn, understand and demonstrate competency with Older Americans Act guidelines, as well as Nutrition Program protocols, procedures and best practices.
- Use knowledge, experience and understanding of best practices and the Agency mission to build and sustain successful programs and lead and support program improvements.
- Analyze and use data to support program development and improvement.
- Plan and ensure cost-effective operations within budgetary constraints.
- Lead and provide oversight to all aspects (including logistics) of the home delivered meal service and provision of congregate meals at multiple sites throughout Flathead County to ensure high quality service delivery and monitor service usage/expenditures.
- Build an effective, cohesive nutrition team that can work collaboratively with other Agency staff, contracted meal sites and external stakeholders.
- Grow staff competencies and encourage professional development.
- Provide excellent customer service using strong interpersonal skills; interact in a pleasant, professional and respectful manner with clients, families and caregivers, other service providers, volunteers, funders and the general public.
- Communicate effectively, both verbally and in writing.
- Organize and prioritize work in a way that balances meeting the needs of clients with maximizing efficiency, ensuring deadlines are met and supporting accurate and timely completion of required documentation.
- Work calmly, efficiently, and effectively under pressure and in a fast-paced environment; respond to unexpected and/or urgent situations with composure, critical thinking and effective communications.
- Engage with the public and invite/support community input and involvement.
- Proficiently operate a personal computer and common computer applications such as Microsoft Office and government databases.
- Exercise independent judgement and sound analysis, problem-solving and decision-making.

Education and Experience:

Minimum five years' institutional or commercial food service experience providing staff supervision and team leadership. Experience managing programs for older adults, people with disabilities and/or veterans would be a plus as would a degree in nutrition/registered dietician, public health and/or other human/social services. Or, any equivalent combination of experience and training which indicates possession of the knowledge, skills and abilities listed. Must have or be able to obtain ServSafe and Certified Dietary Manager certification within one year of employment.

ACTION	DATE	REFERENCE
Adopted	12/14/2021	Commissioners' Minutes

I have received, reviewed and understand the position description above. I further understand that I am responsible for the satisfactory execution of the essential functions described therein under conditions as described.

Employee Signature

Date

Printed Name