



## **Meals on Wheels Assessor**

### **POSITION SUMMARY**

The Meals on Wheels Assessor is responsible for conducting in-home assessments for older adults applying to Copper Shores Meals on Wheels program. The Assessor completes ongoing reassessments to ensure continued eligibility, safety, and appropriate service levels. This role plays a critical part in supporting seniors' independence, nutritional well-being and ability to safely remain in their homes.

### **GENERAL RESPONSIBILITIES**

- Ability to listen and communicate effectively in-person, on the phone and in writing.
- Ability to represent Copper Shores in a professional, tactful, and friendly manner.
- Ability to work independently, prioritize work, exercise sound judgment and make decisions in a timely manner.
- Ability to respond calmly and appropriately to all on-the-job situations, including emergencies and difficult situations.
- Ability to demonstrate respect and sensitivity to the needs of individuals. Willing and able to relate to individuals from all ethnic, racial, religious or socioeconomic backgrounds.
- Responsible for development and continued upkeep of the WellSky database system.
- Make initial home visits, complete client intake information and determine eligibility based on completion of assessment and by following state, federal and Copper Shores guidelines.
- Record written assessments in WellSky database, coordinate with other senior care agencies as appropriate. All notes must be clear, accurate, timely and filed appropriately.
- Make all necessary arrangements to begin meal service for eligible clients. Assign clients to routes or meal site.
- Conduct follow-up assessments, at required intervals, to determine continued eligibility, updating client information as needed.
- Maintain confidentiality of all client, staff, and organizational records and information. Comply with HIPAA and organizational privacy standards.
- Initiate inter-agency and outgoing referrals for client needs and/or problems.
- Maintain and make available community resource information for clients.
- Track new client sign-ups and termination and denials of service.
- Support quality assurance efforts and assist with audits, monitoring visits and reporting requirements.
- Assist in the coordination of all Copper Shores events, activities, volunteer coordination and other special events as identified/defined.

- Attend trainings, meetings, and other related activities as they relate to the position or for professional growth and development.
- All other duties as assigned.

## **REQUIRED QUALIFICATIONS**

- High school diploma or equivalent.
- Experience working with older adults, seniors or higher need individuals.
- Two years of experience working in a customer service capacity and/or working with people.
- Strong interpersonal skills and ability to work compassionately with diverse populations.
- Strong written and verbal communication skills.
- Basic Computer Skills and the ability to complete electronic documentation.
- Valid driver's license, reliable transportation and the ability to travel within the service area.
- Access and use of a cell phone
- Clean Driving Record and ability to pass a background check.
- Ability to sit, stand, walk and move throughout office, kitchen and community settings.

## **PREFERRED QUALIFICATIONS**

- Associate's degree in social work, human services, nursing, nutrition or related field.
- Experience conducting in-home assessments or case management.
- Knowledge of aging services, nutrition programs or community-based resources.

## **TYPICAL WORK SCHEDULE**

Monday through Friday, 8:30 a.m. – 4:30 p.m. and as needed. May require some flexibility to work early or evening hours depending on program needs.

## **POSITION CLASSIFICATION, WAGE SCALE, AND OTHER BENEFITS**

Full Time, Non-Exempt Position

Copper Shores is committed to offering a competitive compensation and benefit package including health, dental, vision, and prescription coverage along with a supplemental life and disability coverage; 401k contribution, paid time off, and a competitive salary that's expected to be between \$42,000 – \$46,000 per year, based on experience level and mileage reimbursement based on the current IRS rate.

## **APPLICATION PROCESS**

### **Mail or e-mail cover letter and resume to:**

Natasha Berg  
Human Resource Director/Compliance  
Copper Shores Community Health Foundation  
400 Quincy Street  
Hancock, Mi 49930  
nberg@coppershores.org

Application review will begin immediately and the position will remain posted until filled.

## **AT WILL DISCLAIMER**

It is the policy of Copper Shores that all employees who do not have a written contract with Copper Shores for a specific term of employment are employed at the will of Copper Shores for an indefinite period and are subject to termination at any time, for any reason, with or without cause or notice. At the same time, such employees may terminate their employment at any time and for any reason.

## **ORGANIZATION MISSION, VISION, AND GUIDING PRINCIPLES**

### **MISSION**

- To positively influence a healthful community through enhanced philanthropy and collaboration

### **VISION**

- To influence a shared vision (of a healthful community)
- To foster collaborations and partnerships
- and to build community capacity to shape outcomes

### **OUR VALUES**

- Integrity – We will be open, honest, and transparent in our administration and stewardship of the community assets entrusted to us.
- Commitment to the Community – We shall administer the Foundation in a way that is objective, responsible and focused on long-term sustainability and impact.
- Collaboration – We will work to bring perspective and experience together to fulfill our potential as we work as a broader group that represents the interests of the community we serve. This shall be done to ensure that we strive to identify, foster, and maintain partnership-relations as we work to improve the health of our community.
- Creative Solutions – We will work towards that which we aspire to be and will find creative, innovative, and sustainable solutions to the systemic challenges that face our community's overall condition of health.

### **SUCCESS FACTORS**

- People – We will employ, engage, develop, and retain high-caliber employees and Board Directors.

- Processes – We will work to ensure our administrative processes provide effective administration of the Foundation.
- Financial Performance – We recognize that we must achieve financial goals and investment returns in order to effectively and perpetually reinvest in our community.
- Communication – We will be transparent and honest in our promotion of the Foundation and efforts to engage our donor community and cultivate overall public support.
- Community – We recognize and acknowledge the vitally important role our community partners, donors, and various stakeholders play in making this a more vibrant and healthful community and our success is found in their success and support.

### **EQUAL OPPORTUNITY EMPLOYER DISCLOSURE**

The qualifications and specifications mentioned above are intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind of level or difficulty. The position will be filled based on qualifications regardless of Race, Color, Disability, Religion, Sex, Sexual Orientation, National Origin, Height, Weight, Age, Veteran, or Marital Status.