



## **SITE MANAGER, FRIENDSHIP CAFE**

This role will be responsible for overseeing all aspects of their congregate dining assigned location. The Site Manager will provide leadership and direction for the Friendship Cafe clients, volunteers, and guests and will communicate with the Assistant Director of Program Services, Friendship Cafes. The Site manager will seek ways to expand services, plan and create activities, and serve meals to the clients while enhancing the “reach” of the Friendship Cafes in the community it serves. Please send resumes to [glenn@wakemow.org](mailto:glenn@wakemow.org). No phone calls please!

### **MAJOR RESPONSIBILITIES**

- Responsible for the management and daily operation of the Friendship Cafes for Meals on Wheels of Wake County, Inc. location to ensure all eligible participants are well served.
- Follow and adhere to the Site Managers Operations Manual.
- Attract, develop, and manage Cafe Volunteers to ensure participants are being served efficiently and effectively to meet program requirements.
- Understand and meet annual goals and performance levels. Follow relevant and MOW program policies and procedures.
- Perform the contributions collection process at each site in compliance with the Home and Community Care Block Grant guidelines.
- Collect and aggregate meal records at each congregate site to ensure compliance with Agency, State and Federal guidelines.
- Develop and maintain strong working relationships with the community, participants, co workers, and volunteers.
- Attend and apply training for the Cafe Sites to effectively lead the sites and engage volunteers and participants.
- Partner with the Volunteer Coordinator to ensure volunteer positions, issues, and concerns are handled in a timely manner.
- Make certain the site is covered during absences by a contractor and/or volunteers.
- Clean, organize, manage the daily duties of the site to ensure it meets requirements and standards in place.
- Follow and adhere to the Site Managers Operations Manual.
- Other duties as assigned.

### **REQUIREMENTS**

- College degree or equivalent experience, preferably in Human Service Administration, Nutrition, Social Work, Gerontology, or related field
- Leadership and organizational skills; attention to detail and accuracy • Excellent written and verbal communication skills
- Strong interpersonal skills: ability to develop and maintain effective working relationships with all constituencies.
- Work independently and prioritize work based on MOW's needs and priorities.
- Ability to coach, mentor and teach; serve as a source of knowledge, expertise and support to staff, volunteers, site managers and home delivered coordinators.
- Make routine visits to all sites and communities served.
- Verifiable computer knowledge: ability to use Google Drive, MS Windows, MS Word, MS Excel; email; client management software; and other technology as appropriate.
- Assist with meal delivery as needed and fill in for other sites if needed.

### **REPORTS TO ASSISTANT DIRECTOR OF PROGRAM SERVICES, FRIENDSHIP CAFES**