



## Client Care Associate (CCA)/Delivery Driver

The mission of Ypsilanti Meals on Wheels (YMOW) is to provide nutritious meals, social contact and other services to the homebound elderly, ill and disabled in eastern Washtenaw County, to enable them to enjoy healthier, safer, and more independent lives.

The Client Care Associate (CCA) makes this mission happen by delivering meals, conducting visual wellness checks and providing social interaction with YMOW clients.

This is a non-exempt position (hourly), under the direction of the Operations Director. This role has numerous responsibilities related to daily operations, including: driving, meal delivery, client interaction, chore support, and resource advocacy to ensure that YMOW clients are able to age in place with dignity.

A Client Care Associate is responsible for the following functions:

### Meal delivery/driving

- Collaborate with the Operations Director, Office Manager and other staff to ensure efficient and accurate meal orders, service changes, and route changes to ensure effective coordination of activities.
- Ensure that clients receive all meal items scheduled for daily delivery.
- Follow proper food handling procedures to ensure food is delivered at acceptable temperatures and is sealed.
- Complete daily cleaning of delivery equipment and vehicle.
- Complete daily vehicle maintenance check (tire pressure, fluids, gas level and that the vehicle is clean for delivery of food items).
- Drive in a safe and courteous manner, adhering to all state roadway rules and regulations.
- Provide excellent customer service, which includes being cordial and attentive to the clients' needs.
- Provide general service support after intake with referrals to in-home social services (with training from the YMOW leadership team).

Ideal Candidate is required to have:

- Valid Drivers' license and a clean driving record with no points on the license
- Good communication skills, both oral and written
- General skill in math and critical thinking
- Ability to lift 20-40 pound objects and move them short distances
- Ability to work outdoors during periods of inclement weather
- Caring and compassionate individual with a desire to help seniors and their families meet their social and health needs
- Comfort level to communicate and visit with elderly clients in their home. **\*NOTE current delivery is no contact.**

**SUPERVISION:** Reports to the Operations Director

**CLASSIFICATION:** Part-time hourly position

Work hours: Monday, Wednesday, Friday 10:00 am – 2:30pm (Due to Covid19)

Regular Work hours (Mon-Sat) starting Spring, 2022: 9:00 am – 1:30 pm Minimum weekly work schedule is 2 days a week with occasional availability on Saturdays.

Compensation rate: \$15 per hour

Employee personal benefits, covered completely by YMOW, include: short-term and long-term disability coverage, dental benefits (for the employee only), workplace wellness program, 403B with 3% employer match.

Other benefits: stipend for cell phone, paid holidays.

**TO APPLY:** Please send a cover letter and resume via email to [info@ymow.org](mailto:info@ymow.org)

Accepting resumes: November 8, 2021 till filled

To learn more about our agency, visit our website at: [www.ymow.org](http://www.ymow.org)

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