



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. We encourage you to learn more about our agency. Please visit our website at: www.ymow.org.

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

This is a non-exempt hourly position. This role has numerous responsibilities related to daily operations, including: driving, meal delivery, working with volunteers, and interacting with YMOW clients to ensure they are able to age in place with dignity.

Job Responsibilities

- 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.
- Count, pack and load meals and other items in the morning for delivery to clients.
- Drive agency vehicles to deliver meals and other items safely and timely.
- Ability to use GPS to effectively locate clients homes for meal delivery. Familiarity with Ypsi area, a plus.
- Ensure that clients receive all meals and other 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 vehicles.
- 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.
- Handle additional responsibilities as needed and assigned.

Position Requirements

- Valid driver's license and a clean driving record with no points on the license.
- Flexibility to work 3-6 days per week (Mon-Sat). Average work hours are 10-21 a week.
- Good communication skills, both oral and written.
- Motivated to take initiative in a team setting.
- General skill in math and critical thinking.
- Ability to lift 20-50 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.

- Comfortable communicating and visiting with elderly clients in their home.
- Must pass a pre-employment criminal background check.

Physical and Sensory Requirements

- Physically push and pull carts loaded with meals, milk and other products weighing up to 200 pounds.
- Have the ability to judge distances, read signs from a distance and have the ability to work in dim or an unlit environment.
- Have the ability to maneuver equipment safely through hallways, refrigeration units and into storage units.
- Have the ability to be aware of the surrounding environment.
- Have the ability to hear and follow instructions.
- Have the ability to read, write, speak and understand the English language.
- Must be in general good health and demonstrate social awareness. .
- Have the ability to cope with the mental and emotional stress of the position.
- Have the ability to lift alone or with a partner 20-50 pounds.
- Sit, stand, bend, lift, move intermittently and drive for extended periods of time during working hours.
- Ability to ascend and descend stairs.

Supervision: Reports to the Operations Director and Office Manager

Classification: Part-time hourly position

Current Work Hours: Monday, Wednesday, Friday 10:00 am – 2:30pm (Due to Covid19). May be scheduled for early pick-up at 8:30am or late drop off until 3:30pm as needed.

Regular Work Hours: (Mon-Sat) starting September 2023: 9:00 am – 1:30 pm Minimum weekly work schedule is 3 days a week.

Compensation Rate: \$17 per hour

Employee Benefits: short-term and long-term disability coverage (covered completely by YMOW), ½ cost of dental and vision benefits (for the employee only), 403B with 3% employer match. Paid holidays.

Other Benefits: stipend for cell phone use (GPS and client contact).

To Apply: Please send a resume via email to info@ymow.org or call 734-547-3202 to schedule a time to come in and fill out an application.

Accepting Resumes: until filled

YMOW is an Inclusive Workforce/Employer and encourages applications from qualified persons of every race, ethnicity, national origin, religion, sex, age, veteran status, sexual orientation, and disability.

Candidates that meet 75% or more of the above qualifications are encouraged to apply. Applying gives you the opportunity to be considered.