



Client Care Associate (CCA)/ Delivery Driver

Ypsilanti Meals on Wheels (YMOW) recently celebrated 50 years of providing nutritious meals, social contact, aging-in-place supports and other services to the homebound, ill and disabled senior neighbors in eastern Washtenaw County. Our mission is to enable these seniors 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 role has numerous responsibilities related to daily operations, including: driving, meal delivery, working with volunteers, and engaging with clients to ensure they have what they need to age in place with dignity.

A Client Care Associate is responsible for the following functions:

Meal delivery/driving

- Collaborate with the Operations Director, Home-Delivered-Meals Coordinator, Sr. Client Care Associates and other staff to ensure efficient and accurate meal orders, service changes, and route changes to facilitate 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 vehicles.
- Complete daily vehicle maintenance check (tire pressure, fluids, gas level, and ensuring the vehicle is suitable for food deliver).
- 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.

Ideal Candidate is required to have:

- Valid driver's 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 pounds and move those items short distances
- Ability to work outdoors during inclement weather
- Care and compassion, with a desire to help seniors and their families meet their social and health needs
- Ability and desire to communicate with elderly clients in their home
- Ability to use your personal cell phone to locate addresses and contact clients

Work hours: Monday - Friday 10 a.m. – 2:30 p.m. or 9 a.m. - 2:30 p.m. Work hours vary depending on size of route. (approximately 15-20 hours/week).

Compensation rate: \$17.50 per hour (hourly rate increase after 90 days)

Classification: Part-time hourly position

Supervision: Reports to the Operations Director

Benefits include: YMOW-subsidized dental and vision coverage, YMOW-paid short-term disability coverage, 401k with up to 3% match, stipend for cell phone, and paid holidays.

To apply: Please send a cover letter and resume via email to info@ymow.org. Include in the subject line: "YMOW CCA Position."

Accepting resumes: until filled

To learn more about our agency, visit our website at: ymow.org

Additional information

The above list of duties is intended to describe the general nature and level of work performed by individuals assigned to this classification. It is not construed as an exhaustive list of duties performed by the individuals, nor is it intended to limit or modify in any way the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The requirements listed in the job description are guidelines, not hard and fast rules. A background and sex offender registry check are required. Offenses will be considered on a case by case basis.

You don't have to satisfy every requirement or meet every qualification listed. If your skills are transferable and you are in the ballpark with the competencies and attributes we encourage you to apply. Applying gives you the opportunity to be considered. We are a welcoming, kind, and diverse team of people working collaboratively to support our clients and one other. We believe that our effectiveness is dependent on the uniqueness and lived experiences of our staff and because of this, strongly encourage people with a wide range of life and work experience, people of color, LGBTQ+ and other underrepresented communities to apply.

Ypsilanti Meals on Wheels is an equal opportunity employer, and complies with all applicable federal and state laws regarding nondiscrimination. Ypsilanti Meals on Wheels is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, height, weight, or veteran status in employment or program delivery.