



## **JOB POSTING**

# **MANAGER, MEAL SERVICES**

### **CONTRACT -12 MONTHS**

Meals on Wheels and More, part of the Better Living family of organizations, has an opening for the position of Manager, Meal Services. The successful candidate will give direction to and oversee the planning, development, staffing and management of the meal services in order to achieve the highest level of customer service and food quality.

**The successful candidate for this position must possess the following qualifications:**

- Post-Secondary education in Gerontology or Social Services or related experience
- 5 years of experience, preferably in community Services
- Minimum of 2 years of experience in a leadership role
- Successful completion of *Vulnerable Sector Screening* within one month of employment

**The successful candidates for this position must be able to:**

- Oversee the operations and development of Meals on Wheels program
- Manage the day-to-day Human Resources within the Departments, including deployment of staff, and volunteers
- Initiate, supervise and monitor program processes, goals planning, and evaluation; implements quality initiatives and best practices; conduct continuous quality improvement; participates in policy/procedure development
- Determine, document, research and advocate for program resource requirements
- Ensure and oversee food ordering and delivery processes; research and liaise with food sources
- Maintain and monitor Client records and accounts; resolves Client complaints
- Demonstrate proficient use of computers, including Microsoft Office Suite.
- Communicate effectively with Clients and support staff
- Conduct statistical tracking, interpretation and monitoring, in compliance with funder performance indicators and reporting requirements
- Promote health and safety practices throughout the organization following health and safety procedures
- Ensure clients are receiving quality service according to Better Living's Quality Assurance Standards
- Manage and maintain office equipment, supplies, and materials
- Take responsibility for site issues, maintain contact with Building Manager
- Function as backup for Executive Director and assist with issue resolutions in her absence

**LOCATION:** 80 Sheppard Ave W, North York, ON M2N 1M2

**SALARY:** commensurate with experience

**Please email or fax your cover letter and resume with attention to:**

**Human Resources**

**E-mail:** [hr@betterlivinghealth.org](mailto:hr@betterlivinghealth.org) / **Fax:** 416-510-1104

Please quote "*Manager, Meal Services*" on the cover letter and e-mail subject line

Better Living is an equal opportunity employer and is in accordance with the Ontario Human Rights Code, Employment Standards Act and Accessibility for Ontarians with Disabilities Act. Applicants need to make their request for accommodation known when contacted. Thank you to all who express interest in this position and we welcome all resumes however only those granted an interview will be contacted. No phone calls, please. Thank you.