

HOME DELIVERED MEAL SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves the supervision of home Delivered Meal Coordinators and responsibility for the assessment and re-assessment of senior citizens in order to determine eligibility for services under the county nutrition assistance program providing home delivered meals. Duties also include the monitoring and adjustment of delivery routes in order to assure the delivery of meals in conformance with program guidelines. Duties are performed under the general supervision of the Nutrition Program Director with leeway allowed for the use of independent judgement. Oversight is exercised over Site Managers and other subordinate employees and volunteers. A Home Delivered Meal Supervisor does related work as required.

TYPICAL WORK ACTIVITIES:

- Supervises Home Delivered Meal Coordinators, Site Managers and other subordinate employees;
- Assists Nutrition Site Managers in establishing meal delivery routes;
- Monitors promptness of meal delivery to ensure palatability;
- Adjusts meal delivery routes as necessary for efficiency;
- Works with Caseworkers for the assessments and reassessments of clients or potential clients;
- Refers program participants to other agencies/services;
- Helps Nutrition Site Managers recruit, train, and place volunteers;
- Assembles and maintains program records such as meals served, contributions received, and food inventories;
- Works closely with Nutrition Program Director for the maintenance of the kitchen and kitchen services;
- Answers inquiries concerning the program;
- Provides for alternative means of meal delivery if need arises;
- Prepares periodic reports of activities for the Department and New York State Office for the Aging;
- Maintains a variety of records and reports related to the program;
- Surveys participants' opinions of the program for quality control;
- May inform other human services agencies of program and its goals;
- Researches and drafts grant proposals;
- Ensures deliverables are met as planned.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL

CHARACTERISTICS: Thorough knowledge of the design and implementation of community nutrition programs; good knowledge of the characteristics, needs, and interests of older persons; working knowledge of the nutritional needs of the elderly; working knowledge of community resources available to older persons; working knowledge of budgets and record keeping; skill in human and public relations; ability and desire to work with the elderly; ability to plan and supervise the work of others; ability to readily acquire familiarity with the regulations and policies governing the New York State Nutrition Assistance (SNAP) program; ability to communicate orally and in writing; ability to communicate with persons having physical or language impairments; initiative; tact and courtesy; empathy in handling sensitive human problems; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- A) Possession of a bachelor's degree in foods and nutrition, food service, nutritional management, nutrition technology, business administration, gerontology, human services or resources, social or behavioral sciences or a closely related field;

OR

- B) Possession of an associate degree in foods and nutrition, food service, nutritional management, nutrition technology, business administration, gerontology, human services or resources, social or behavioral sciences or a closely related field and 2 years of experience in large scale preparation and service of food which must have included supervision of others;

OR

- C) Four years of experience in foods and nutrition, food service, nutritional management, nutrition technology, business administration, gerontology, human services or resources or social or behavioral sciences, two years of which must have included large scale preparation and service of food which must have included supervision of others;

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the New York State Civil Service website. You must pay the required evaluation fee.

SPECIAL REQUIREMENT: Must possess and maintain a valid Class D New York State driver's license at time of appointment.

CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 10/17/2025