

The Neighbourhood Group (TNG) is a multi-service agency that includes Central Neighbourhood House, Neighbourhood Link Support Services and St. Stephen's Community House

JOB OPPORTUNITY

Job# TNG2025-06

POSITION TITLE: Meals on Wheels Program Worker	
DEPARTMENT: Meals on Wheels	STATUS: Regular Full-Time, CUPE 7797
# HRS / WEEK: 35	CONTRACT DATES: n/a
REPORT TO: Senior Manager, Meals on Wheels	HOURLY RATE: \$27.97
EXTERNAL CLOSING DATE: Posted until filled	

GENERAL DESCRIPTION: Reporting to the Senior Manager, Meals on Wheels, this position coordinates appropriate, timely and high-quality meal delivery services for the Meals on Wheels program. This position is part of **CUPE Local 7797**.

MAJOR DUTIES:

- Coordinate meal packaging and schedule volunteers to deliver daily meals.
- Assist in the development of client meal plans; ensure appropriate meals for each client as per dietary restrictions and personal preferences.
- Perform client intake, and document information accurately in the C.I.M.S. and Alayacare database.
- Create daily meal orders, and communicate to food suppliers, including changes to existing orders.
- Monitor food quality and food handling procedures.
- Responsible for all billing and accounts receivable, including reconciliation.
- Maintain accurate records for statistical purposes, and produce weekly and quarterly reports.
- Create and maintain client and volunteer files, and assist with the training of new volunteers.
- Provide internal and external referrals to meet client needs, and follow up where appropriate.
- Transport meals from the food supplier to the delivery depot daily, and occasionally deliver meals to clients as required.
- Coordinate internal and external referrals to meet client needs, and follow up where appropriate.
- Communicate with other departments, clients and care givers to ensure appropriate services are made available.
- Maintain client confidentiality and adhere to Agency policies and procedures.
- Participate in team meetings and regular staff meetings.

REQUIREMENTS & QUALIFICATIONS:

- A certificate or diploma from a recognized institution in a relevant discipline in a relevant discipline related to seniors, or equivalent combination of relevant education and experience.
- Two year of experience working with seniors. Experience in a food related environment would be an asset.
- A valid Ontario G or G2 Driver's License in good standing required.
- Food handling certification
- Knowledge of seniors' community resources, and the issues affecting seniors.
- Competent in the use of Microsoft Office programs. Knowledge of C.I.M.S and Alayacare would be an asset.
- Strong organizational skills, excellent communication skills and the ability to keep accurate records and detailed schedules.
- A thorough knowledge of the surrounding area and alternative routes.
- Knowledge of more than one language (Southeast Asian languages, Cantonese, Mandarin or Italian) would be an asset.
- The ability to respond to urgent requests and emergency situations in a calm and timely manner.
- The willingness and flexibility to alter work schedules and regular duties to accommodate uncommon needs of the department and/or the agency.
- The physical strength, stamina and ability to undertake frequent light and moderate lifting and frequent walking, bending, stretching and pulling.
- Preparedness for exposure to all weather conditions and occasional exposure to unsanitary conditions.

To apply, submit your resume with "TNG2025-06" in the subject line of your email to: careers@tngcs.org

TNG is committed to reflecting the communities we serve and to nurturing a respectful and inclusive work environment for all. We encourage qualified applicants of all ages, races, colours, ethnic origins, religions, abilities, gender identities, gender expression and sexual orientations to apply. Candidates invited for an interview are encouraged to inform Human Resources in confidence of their accommodation requirement