MEALS on WHEELS ORANGE COUNTY, NC

Position:	Client Services Coordinator
Reports to:	Executive Director
Hours:	Part-time (25 hours per week) Weekday daily with occasional evenings and weekends. Flexible schedule.
Wage:	$22/hour will be paid on a monthly basis, and subject to deductions for taxes and other withholdings as required by law.
Benefits:	Simple IRA with matching up to 3%. QSEHRA $400/month.
PTO and Sick Days:	Per Employee Handbook
Paycheck:	Monthly based on employee tracked timesheet submitted to Executive Director & Financial Manager

Job Summary

The Client Services Coordinator leads MOWOCNC's client support and engagement efforts beyond meal delivery, ensuring clients have access to the resources, programs, and community connections needed to thrive independently. As a primary point of contact for clients, this position coordinates referrals and support services, oversees "More Than a Meal" initiatives, develops community partnerships, and drives programs that reduce isolation and improve quality of life.

Client Services & Care Coordination

- Respond to client requests for services and referrals to community resources.
- Provide exceptional customer service to clients, caregivers, and emergency contacts.
- Coordinate and follow up on referrals and communications with partner agencies.
- Maintain knowledge of community resources and service providers.
- Collaborate with staff to assess client needs and connect clients with appropriate services.
- Manage client surveys for needs assessment, program evaluation, and impact measurement.

More Than a Meal Program Management

- Manage and oversee client support programs.
- Coordinate program implementation, enrollment, service delivery, volunteer engagement, and evaluation.
- Monitor participation, outcomes, and program effectiveness.
- Maintain efficient administrative systems and procedures.

Program Development & Innovation

- Identify emerging client needs and recommend new services, program enhancements, and operational improvements.
- Design, pilot, implement, and evaluate new programs and initiatives in collaboration with staff and leadership.
- Research best practices, community needs, and funding opportunities.

Social Connection Leadership

- Coordinate and facilitate the Social Connection Committee, including planning, volunteer involvement, goal setting, project implementation, and evaluation.
- Develop strategies, programs, and partnerships that foster connection and belonging.
- Engage clients, volunteers, staff, and community partners in identifying new, and strengthening current, social connection opportunities.

Community Partnerships & Resource Development

- Build and maintain relationships with community organizations, healthcare providers, social service agencies, faith communities, educational institutions, businesses, and other partners to strengthen referral networks and develop new opportunities through partnership development.
- Represent MOWOCNC at community meetings, coalitions, and collaborative initiatives.

Documentation, Reporting & Compliance

- Maintain accurate and confidential client and program records in compliance with organizational policies and procedures.
- Track, analyze, and report program outcomes, surveys, evaluations, and performance metrics to support decision-making and continuous improvement.
- Assist with board, grant, and organizational reporting while maintaining systems that support accountability and effectiveness.

Team Collaboration & Organizational Support

- Collaborate with staff to ensure seamless service delivery.
- Provide support and coverage for Operations staff as needed.
- Participate in meetings, trainings, volunteer activities, community events, and special projects.
- Perform other duties as needed to support organizational operations and client services.

Physical Requirements

- Ability to occasionally lift, move, organize, and deliver program supplies.
- Ability to travel locally for meetings, outreach, partnership development, and program support.

Professional Expectations

- Demonstrate reliability, accountability, and professionalism.
- Maintain a client-centered approach characterized by empathy, respect, and discretion.
- Work effectively both independently and collaboratively.
- Exercise initiative, creativity, sound judgment, and problem-solving skills.
- Adapt to changing priorities and organizational needs.
- Communicate effectively with clients, caregivers, volunteers, staff, partners, and stakeholders.
- Demonstrate a strong commitment to MOWOCNC's mission of supporting older adults through nutrition, connection, independence, and enhanced quality of life.