



Recipient Program Manager

Reports to: Senior Director / Operations

Supervisory Responsibility: Recipient Project Manager

Position Classification: Full Time, Non-Exempt, Hourly

Position Description: The Recipient Program Manager will plan and coordinate the day-to-day administrative and operational activities of the Meals On Wheels of Tampa (MOW Tampa) recipient program.

Position Skills & Qualifications:

- Bachelor's Degree in related field
- 3 -5 years experience in case management, social work or counseling
- Prior management experience of people and programs
- Bilingual, English and Spanish
- Strong computer and office skills
- Demonstrated ability to organizing resources and establishing priorities
- Mission focus

Duties and Responsibilities:

Recipient Program Administration:

- Oversee, evaluate and direct all aspects of Recipient Program including intake process, maintaining data base, routing of deliveries, welcome and follow-up, making recommendations to leadership as needed and implement changes as appropriate.
- Manage and coach recipient staff to ensure efficient and proper intake and follow up process
- Be the primary contact/advocate for recipients who call in with issues, or those who are identified for early intervention or problem solving (home visits will be required)
- Oversee the application and management of the recipient database; maintain thorough understanding of data and data analysis
- Manage meal delivery routing; evaluating routes as needed to streamline meal deliveries and recipient saturation to maintain appropriate delivery timing/mileage for volunteers
- Be the policy and strategy expert on issues of impact to seniors, disabled and homebound individuals and make recommendations to leadership of mission adjustments and/or enhancements.
- Oversee 3rd Party contract management, build relationships, management meal service authorizations and work flow for intake and changes to plan or program
- Work with Finance Department on recipient past due accounts and process
- Pull reports for key indices monthly and information for restricted grants, as needed
- Work with Finance Department to call past due recipients, as needed
- Assist with printed communications for recipients such as newsletters, informational alerts, etc.
- Support the mission, vision and culture of the organization through positive communication and leadership



Recipient Intake and Recruitment:

- Responsible for adding new recipients to the program including prescreening, explaining the program, determining fair meal pricing, collecting deposit (if applicable), performing background checks, setting up on recipient data base and generating welcome package.
- Responsible for following up quickly with those waiting for service
- Assist recipients with additional resources, follow up with recipients who have repeated issues with meal deliveries or payment difficulties follow up with caseworkers or emergency contacts as needed.
- Review inactive recipients, make follow up plan and assign as appropriate
- Represent MOW at community functions to increase recipient base through partnerships and awareness
- Establish and maintain strategic partnerships with other community social services and make appropriate referrals when needed

Other:

- Be crossed trained in other clerical responsibilities
- Compassionate, caring phone manner and communication skills
- Function as staff advisor to Recipient and Volunteer Committee (if in session) and/or other board related meetings as assigned
- Be a positive team member for MOW Tampa and actively participate in all MOW Tampa functions
- Other duties as assigned