

**MEALS ON WHEELS FOUNDATION OF WESTERN NEW YORK, INC.**  
**POLICY AND PROCEDURE**  
**POSITION DESCRIPTION**

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POSITION TITLE: Director of Site Services  
JOB STATUS: Full Time  
FLSA STATUS: Non-Exempt  
REPORTS TO: Chief Operations Officer

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**POSITION OBJECTIVE:** Responsible for overall administration and management of site services for the agency. Responsible for the operation of all field sites and ensuring the daily delivery of meals.

**QUALIFICATIONS:**

A degree in Human/Social Services or related field and two years paid experience in supervision and/or volunteer administration;

or

Five or more years of experience in supervision and volunteer administration.

and

A current and valid New York State driver's license and access to an automobile.

Excellent oral and written communication skills.

Excellent computer skills.

Must be capable of lifting a minimum of 35 lbs.

**RESPONSIBILITIES:**

1. Ensure delivery of all meals to qualified recipients and regularly audit the quality of site services including meal delivery and all other activities where volunteers and site managers are involved.
2. Manage scheduling of meal delivery using volunteers wherever possible and using staff and site assistants when needed to fill volunteer vacancies.
3. Oversee hiring process, supervision, training and discharge of site managers and floating site assistants. Oversee hiring process and training for site-specific site assistants. Assist with training of new volunteers as needed / requested.

4. Develop and implement effective plans for retention of volunteers.
5. Assume operation of any satellite sites as needed.
6. Conduct and record bi-monthly site audits to ensure correct meal delivery procedures are maintained in the field. Resolve all field issues or direct to appropriate staff for resolution with appropriate follow-up to be conducted.
7. Evaluate, develop and implement agency policies, procedures, standards and personnel practices associated with meal delivery and site services in cooperation with his/her supervisor, Chief Financial Officer and/or prior CEO approval.
8. Conduct regular evaluation of site services, including meeting with managers, resolving individual volunteer issues and devising methods for improving, modifying, expanding, or discontinuing site services.
9. Submit team statistical reports and other reports for volunteer and site activity, as requested.
10. Schedule and manage site manager meetings as necessary.
11. Assist the Volunteer Relations Associate with volunteer recognition events as requested.
12. Represent and promote the agency in the community by partnering in community events and encouraging site manager participation.
13. Review, approve and submit site manager and floating site assistant payroll and mileage. Ensure submission from sites of all site-specific payroll and mileage and volunteer mileage to accounting in a timely manner.
14. Participate in decision-making regarding agency / site closings during inclement weather.
15. Take leadership role on committees as needed.
16. Deliver meals as needed.
17. Other duties as assigned or needed.

**The above statements are intended to describe the general responsibilities and expectations of the position.**

Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Supervisor's Signature: \_\_\_\_\_

Date: \_\_\_\_\_