



About Community Emergency Service (CES):

Inspired by the vision of Pastor William Berg and the philanthropy of Russell Lund, Sr. of Lund's Foods, Community Emergency Service (CES) was organized in 1971 as an outreach ministry of Augustana Lutheran Church of Minneapolis. Today we have six core programs, serving over 117,000 individuals annually and giving out over 500,000 lbs. of food. We strive to alleviate hunger in all forms.

We operate in a neighborhood that is culturally, ethnically and religiously diverse. We strive to serve all our neighbors in need, as Christ would have us do, without distinction or test. We invite support from volunteers and donors and are open to collaboration with other agencies, regardless of religious affiliation.

Our Values: We are community, servants, stewards, good neighbors, and we respect the dignity of each person.

Our Mission: Rooted in God's loving grace, Community Emergency Service transforms lives by serving neighbors, sharing resources and becoming community—a place where people come hungry and leave hopeful.

CES is a gritty, scrappy, faith-based non-profit that meets people where they are in hopes to help them on their life's journey. For many, we are their only safety net.

CES Meals on Wheels Program Manager:

Job Summary: The MOW Manager will oversee all operations of the Meals on Wheels program, which serves homebound seniors and the disabled with a hot meal daily and a warm smile allowing those we serve to live an independent life with dignity. In addition to daily oversight, the Program Manager will be responsible for keeping sound financial records, maintaining relationships with other organizations and solving problems and emergencies. The program Manager is directly accountable to the Executive Director of Community Emergency Service and oversees the work of the Office Staff, Kitchen Coordinator, other MOW staff, all client visitors, and all drivers.

PR /Marketing / Fund Raising:

- Volunteer recruitment
- Outreach to driver prospects, community connections, and support of our grant efforts
- Program promotion including public speaking and written materials

Office Responsibilities: Consistency

- Establish consistency with phones, emails and staff communication
- Supervise office organization, along with hard copies for archives
- Support completion & updates in all files and computer programs

- Manage data sources, storage and retrieval of information for reports

Contract Management and Financial Supervision

- Work to negotiate and maintain billing providers from: Hennepin County, Seniors Express, Metro Meals on Wheels Association and other entities
- Ensure accuracy of monthly billing, intake of clients, corporate & private contributions, annual budgeting and audits

Staff Relations and Reporting

- Support & oversee MOW staff, including the Kitchen Coordinator and all drivers
- Work with CES staff & other Program Managers
- Complete reports for MOW and CES staff meetings, projects and financial overviews.

Client and Organizational Relationship Management

- Work with staff regarding issues with case managers and intake of new clients
- Maintain and grow relationships with, but not limited to: service providers, other Meals on Wheels Programs, MOW Advisory Board, case managers, caterer/commissary, consulting sources
- Field complaints and resolve client problems along side of staff
- Insure necessary client visits and paperwork are completed
- Coordinate and implement events such as Blizzard Boxes, Christmas cards, Holiday bags, Christmas Eve and Thanksgiving Day distributions

Volunteer Coordination:

- Supervise the scheduling of volunteers
- Communicate with volunteers and volunteer coordinators
- Process new volunteer applications and orient new volunteers
- Manage volunteer appreciation, recognition and special events
- Maintain clear communication regarding volunteers, surveys, concerns and feedback
- Participate in and notify Advisory Board of meetings

Applicant must have the following abilities:

1. *Self-Managed:* Self-directed and able to work independently with minimal supervision, engaged in the work of CES, and take responsibility for explicitly assigned tasks and ask for help and support when needed.
2. *Technology:* Good working knowledge of MS Office Suite (Word, Excel, and PowerPoint. etc.) Capable of developing skills specific to the position.

3. *Demonstrate Initiative and Enterprise:* Develop personal skill set and ability to contribute to the organization.

4. *Commitment:* Passion to serving seniors in our community with the love of God.

5. *Interpersonal and communication skills:*

- Experience in community development and relationship building
- Excellent verbal and written communication skills
- Excellent relationship and problem solving skills
- Excellent leadership skills and the ability to provide constructive feedback
- Strong organization skills
- Bilingual or multilingual in English, Spanish, or Somali a plus

Please send a resume and cover letter to Mike Lloyd: mlloyd@cesmn.org.