

**Home Delivered Meals (HDM) Intake Specialist – Full Time**

$18 an hour depending on experience.

Are you passionate about supporting older adults and helping them thrive? Join The Hub on Smith as a **Home Delivered Meals Intake Specialist** and be part of a program that truly makes an impact on people’s lives!

**About Us:**

The Hub on Smith provides comprehensive services that promote independence, quality of life, and dignity. We work closely with our community to ensure that those we serve receive the best possible care, support and resources.

**What We Offer:**

* **Purpose:** Make a tangible difference by supporting the health and well-being of older adults.
* **Community:** Join a team that values celebration, inclusion, and service.
* **Growth:** Gain valuable experience in program coordination and leadership.
* **Competitive Benefits:** Enjoy benefits such as Health, Vision, Dental, and AFLAC. Paid Time Off (PTO), Paid holidays, and a pension with Wyoming Retirement System.

**About the Position**

As the **Home Delivered Meals Intake Specialist**, you will be a cornerstone in the success of a vital program that delivers nutritious meals and fosters meaningful connections for older adults in our community. In this role, you’ll not only assist participants but also connect them with additional services that support aging in place. You will collaborate with internal departments, community professionals, businesses, and organizations to ensure participants receive the resources they need to live independently and with dignity

Join us in our mission to celebrate and serve older adults for the betterment of our community. Apply today to become part of The Hub on Smith team and help make a difference!

For more information and to apply please visit our website at [www.thehubsheridan.org](http://www.thehubsheridan.org) or you can submit your cover letter, resume and application to tburt@thehubsheridan.org.

Warm Regards,

Taisshia Burt

Director of Human Resources

**JOB DESCRIPTION**

**Title:** Home Delivered Meals (HDM) Intake Specialist

**Location:** 211 Smith Street, Sheridan, WY 82801

**Reports to:** Support Center Manager

**ESSENTIAL JOB FUNCTIONS**

**Administrative Duties:**

* Responsible for completing and processing AGNES forms with participants on an annual basis.
* Works with proficiency to input data into ServTracker and other reporting software.
* Maintains confidentiality and HIPAA compliance.
* Is familiar with and follows policies and procedures.

**Customer Service and Support:**

* Collaborates with Intake Specialists and Care Coordinators to initiate HDM services.
* Provides orientation and ongoing home-delivered meals service monitoring to new and existing participants.
* Regularly makes home visits and communicates with customers to evaluate the quality of HDM service delivery.
* Works with people to identify creative solutions addressing logistical challenges to meal delivery service.
* Provides information and referral services to customers and family members to promote and support quality of life and dignity.
* Reports all concerns of health and safety regarding an individual to supervisor immediately.

**Collaboration and Teamwork:**

* Works closely with Support Center Staff and other Hub program areas as participant needs arise.
* Collaborates with the Home Delivered Meals (HDM) Coordinator to ensure proper meal delivery from the meal site to homes.
* Provides guidance/direction for HDM Coordinator when problems arise with meal delivery.
* Provides information to HDM Coordinator regarding participants’ dietary needs and restrictions.
* Maintains records for the area as required.

**Travel and Other Responsibilities:**

* Routinely required to travel utilizing a personal vehicle.
* Strictly follows the organization’s procedures in case of an accident.
* Other duties as assigned.

**Knowledge, Skills, and Abilities**

* Coachable with a willingness to learn and adapt to a changing workflow.
* Strong time management, organizational, and information management skills.
* Self-motivated with the ability to produce accurate, high-quality work.
* Skilled in problem-solving and adapting to changing circumstances with flexibility.
* Excellent communication skills, both oral and written.
* Proven ability to collaborate effectively with diverse individuals and function as a team player.
* Experience and training in food service, coupled with strong organizational abilities.
* Strong people skills and the ability to communicate effectively with a diverse group of people.

**Physical Demands**

* Must be able to remain in a stationary position at least 25% of the time.
* Must possess a clean driving record.
* Must be able to move about inside and outside of the office to access filing cabinets and visit participant’s homes.
* Must be able to communicate and exchange accurate information and ideas in a way others can understand in all situations.
* Must be able to observe detailed information at close range.
* Must be able to transport items weighing up to 30lbs.
* Daily works in various outdoor weather conditions to visit participant’s homes.
* Occasionally ascends/descends flights of stairs to access participant’s homes.

**Minimum Qualifications**

* At least 21 years of age.
* High school diploma or GED.
* Valid driver’s license and a safe driving record.
* Bilingual abilities are a plus, enhancing communication with a broader range of individuals, but is not required.
* Ability to pass a Central Registry and Division of Criminal Investigations background check.

*Note: Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Senior Citizens Council is an equal opportunity provider and equal employment opportunity and at-will employer.*