SPECTRUM
COMMUNITY SERVICES, INC.

Job Description

Job title: Meals on Wheels Program Manager
Department: Senior Services
Reports to: Deputy Executive Director
Revised: August 2026
FLSA Status: Exempt
Pay: $82,500 - $100,000 annually

General Description

Spectrum Community Services enhances the quality of life for older adults and residents experiencing low income in Alameda County. For over 50 years Spectrum has continually developed and adapted our programs to meet the ever-changing, real needs of our community. These programs currently are: Low Income Home Energy Assistance (LIHEAP), and Weatherization, Fall Prevention, (senior injury prevention), and a Senior Nutrition Program including Meals on Wheels (home-delivered) and Senior Meals (congregate).

The Meals on Wheels Program Manager is responsible for leading the overall direction, supervision, community engagement, and contract accountability of Spectrum's Title III-C2 Nutrition Program (home-delivered meals) and non-Title III-C2 meal services, ensuring timely, cost-effective service delivery and full compliance with all funding and contract requirements. This role serves as the primary public-facing representative of the Meals on Wheels Program and is the "face of the program" in the Tri-Valley region, actively engaging with city councils, advisory committees, community partners, and stakeholders, including regular evening and weekend participation in meetings, outreach activities, and events consistent with the program's 365-day service model. The Program Manager develops and maintains business, financial, governmental, and community partnerships while supporting fundraising and broader organizational initiatives. Additional responsibilities include leading volunteer recruitment, onboarding and training, retention, and engagement efforts; supervising the Meals on Wheels Coordinator & Logistics Specialist, part-time Meals on Wheels Coordinators, and other assigned program staff; and ensuring effective coordination of program staff and activities. The role also works closely with food service providers and external partners to ensure alignment and high-quality service delivery, providing oversight of compliance, reporting, operational systems, administrative processes, and data management necessary to maintain contract compliance, operational efficiency, and program success. This is a hybrid position with the expectation that the employee will split time between the Livermore and Pleasanton satellite offices and be in the Tri-Valley community on a daily basis.

We strongly encourage you to apply if you are from a marginalized or underrepresented group. Some candidates may see a long list of job requirements and feel discouraged because they

don’t match every single bullet point—we suggest, please apply anyway. We don’t believe in a “perfect” candidate—if you believe this is a role that you’ll be excited to work in every day, want to be a part of a culture like ours, and show aptitude to learn while doing, please apply.

Primary Responsibilities

Program Leadership & Service Delivery

- Establish and maintain plans and procedures for the development and implementation of a comprehensive and coordinated nutrition program for older adults, including home-delivered meals, information and referral, and support for the general needs of clients.
- Participate in the ongoing assessment and evaluation of food service and nutrition education components to meet changing needs and service priorities as necessary.
- Work with the Registered Dietitian to ensure planned menus meet all requirements for home-delivered meals and Non-Title III Catered Meals.
- Serve as the primary program-level contact for food service partners, funders, community partners, civic groups, and other stakeholders, addressing escalated issues and supporting high-quality service delivery.
- Respond to escalated client, caregiver, volunteer, staff, food service, safety, compliance, and community concerns.
- Drive and deliver meals when needed.

Staff Management & Human Resources

- Supervise assigned program staff.
- Provide leadership and support to program staff through onboarding, training, cross-training, coaching, and ongoing performance management, including regular 1:1 meetings, team meetings, goal setting, annual evaluations, and coordination of disciplinary actions or staff transitions with the Deputy Executive Director.
- Foster a positive, accountable, and collaborative work environment by monitoring staff engagement, reinforcing organizational policies and procedures, addressing workplace concerns, and recognizing staff contributions and achievements.
- Ensure compliance with operational, safety, and program standards while supporting staff development and adherence to established procedures and best practices.
- Maintain regular communication and onsite presence with staff to ensure alignment, consistency, and support across all locations.
- Conduct regular performance evaluations for department staff.

Reporting, Compliance & Data Management

- Ensure the accurate preparation and timely submission of all reports as requested by the Area Agency on Aging and all funders.

- Provide oversight of internal management information, monitoring, and evaluation systems as required by administration and funding sources.
- Oversee program documentation and data management systems to ensure information is accurate, accessible, timely, and useful for reporting, compliance, planning, and decision-making.
- Review and use cost, production, workflow, service, and compliance data prepared by program staff to support reporting, compliance reviews, grant development, budgeting, and program planning.
- Provide final review approval and submission of program reports, service data, compliance documentation, and funder submissions.
- Monitor program performance, service goals, expenses, and operational trends in coordination with the Deputy Executive Director and finance/admin staff.

Partnerships, Community Relations & Public Representation

- Serve as the primary public-facing representative and community liaison for the Meals on Wheels Program, including city council meetings, advisory committees, outreach events, presentations, and other public-facing program activities, including evening and weekend events as needed.
- Function as a liaison with appropriate agencies to mobilize available resources to the fullest extent possible in support of senior nutrition and other senior programs.
- Provide information to the public through print and electronic media, newsletters, radio, television, personal appearances, and presentations.
- Develop and provide professional and vibrant presentations on Spectrum's Meals on Wheels Program to faith-based, membership, civic, and community organizations.

Volunteer Recruitment, Engagement, Training & Retention

- Lead the development and implementation of volunteer recruitment, engagement, onboarding, training, retention, appreciation, and recognition strategies for the Meals on Wheels Program.
- Serve as the primary staff lead for strengthening and growing the Meals on Wheels volunteer program, ensuring volunteers feel informed, supported, valued, and connected to Spectrum's mission.
- Identify and implement opportunities for continuous improvement in volunteer recruitment, onboarding, communication, oversight, training, retention, appreciation, and recognition.
- Work with the Registered Dietitian, Fleet Manager, and program staff to plan and implement quarterly in-service meetings for Coordinators, Delivery Drivers, and volunteers.
- Ensure volunteer recruitment, training, communication, appreciation, and support efforts are consistent, timely, and aligned with program needs, safety requirements, and service delivery goals.

Financial, Administrative & Operational Management

- Oversee administrative and operational processes, including timesheets, travel reimbursements, leave requests, petty cash, procurement, expense tracking, invoices, and employment-related documentation, with routine processing and tracking supported by program staff.
- Work with administration to develop proposals, grant requests, contracts, and amendments.
- Respond to and resolve escalated client complaints, grievances, and service concerns in accordance with program and funder requirements.
- Lead response to service disruptions, emergencies, and urgent partner or volunteer issues.
- Plan and assist with fundraising efforts.

Program Support & Cross-Functional Responsibilities

- Conduct outreach and intake for the Energy Program's LIHEAP, weatherization, and home improvement programs and answer preliminary questions, if assigned.
- Attend required staff meetings, 1:1 meetings with appropriate supervisor, training sessions, and special events in person and virtually.
- Work with Spectrum Information Technology specialists to resolve technical issues and maintain Spectrum-owned electronic equipment.
- Perform other duties as assigned.

The minimum qualifications, physical demands and work environment characteristics described above are representative of those that must be met or will be encountered by an employee while performing the primary responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary responsibilities.

We Need Someone Who Has:

- Three to five years of community service management
- Food Handler Certificate
- Experience in planning, development, and implementation of senior citizen programs or other service programs
- Experience in staff supervision and effective delegation
- Familiarity with the Tri-Valley area's philanthropic and business communities
- Work with a diverse range of people and to build mutually beneficial relationships and networks, sometimes in complex environments
- Ability to work both independently without close oversight, and as a member of a team
- Excellent communication skills, both written and oral
- Strong organizational and time management skills with exceptional attention to detail
- High proficiency in Google Workspace (i.e.: Google Docs, Sheets, Mail), Zoom, Microsoft Docs, Canva, social media and Internet searches

- Customer Relation Management (CRM) software experience
- Valid CPR and First Aid certification prior to start date (or must obtain within 6 months of hire). Certification must be from an accredited provider recognized by the organization (e.g., Red Cross, American Heart Association).
- Must have own transportation for use on job, valid California Driver's License, proof of personal automobile insurance and acceptable driving record to our insurance provider
- Ability to pass a physical abilities test
- Ability to read, speak and write English fluently

Nice to Have:

- Bilingual/biliterate in (Spanish, Cantonese or Mandarin and English) desirable
- B.S. in a related field, with emphasis on older adults and aging, or additional work with older adults

Physical Demands

- This work requires the following physical abilities: climbing, bending, kneeling, twisting, reaching, standing, sitting, walking, lifting, carrying, and relocating 40lbs
- Finger Dexterity for activities such as typing, use of the computer mouse, computer usage, recording money, grasping, repetitive motions
- Vision abilities required include close vision, distance vision and ability to adjust focus

Work Environment

- Required to travel between locations by personal vehicle - work will be partially conducted in office environment and within the community at large
- Temperature-controlled office environment
- Noise level typically quiet in the office, moderate at partner sites
- Some work is outdoors and is exposed to other motor vehicles

Vaccination Policy

To protect the health and safety of our team, clients, and community, vaccination against Influenza is mandatory for this role, while COVID vaccination is highly encouraged. Given the nature of this position, which involves working closely with vulnerable populations and interacting with the public, vaccination helps minimize the risk of preventable diseases and ensures a safe work environment. Employees who are not vaccinated due to medical or religious exemptions are required to wear a 3-Ply surgical mask, KN94, KN95, or N95 mask at all times while at work, including during interactions with clients and the public, from November 1 to April 30. 3-Ply surgical masks, KN94, KN95 or N95 masks will be required to be worn, regardless of vaccination status, in client-facing situations from November 1 - April 30.

General Competencies

Interpersonal

- Strive for improvement in self and for Spectrum; make recommendations for improvements
- Respond timely to requests for information, service and assistance
- Demonstrate a positive and productive attitude; have an open mind and be objective,

trustworthy, honest and ethical
- Maintain a high level of professionalism and confidentiality
- Treat each Spectrum employee/manager as if they were an internal customer

Organizational
- Provide outstanding customer service to all internal and external customers
- Use and conserve organizational resources efficiently and effectively
- Prioritize and plan work activities
- Show respect and sensitivity toward cultural differences
- Promote a harassment and discrimination free environment
- Follow or exceed organizational standards
- Adhere to company policies and procedures; support Spectrum's goals and values

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This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.