



239 West 49<sup>th</sup> St.  
New York, NY 10019  
212-581-2910

**Job Title:** Delivery Assistant  
**Program:** Home Delivered Meals Program  
**Supervisor:** HDM Operations Manager  
**Job Status:** Part Time  
**Job Hours:** 25 hours per week  
**Location:** 239 West 49th Street  
**Compensation:** Competitive with Market Rate

**About Encore:** For over 40 years, Encore Community Services has provided care to the elderly of the Clinton, Times Square, and Midtown communities, so that they may live with dignity and decency in a safe and caring environment. Encore provides a comprehensive array of programs for older New Yorkers including supportive and affordable housing, home delivered and sit-down meals, case assistance, education, recreation, and friendly visiting. The organization takes a “no wrong door approach” to ensure Seniors are able to access all of their neighborhood and other entitled resources so they may age in place comfortably for as long as possible. Encore is at an exciting inflection point in its development. With the arrival of a new Executive Director, the organization is working to build off of a rich history to deepen its services and scale the work of giving back to seniors. Encore is keenly aware that the demographics of Older New Yorkers is rapidly evolving. Therefore, Encore must also evolve to ensure the health, mental health, and economic stability of New York’s diverse and vibrant senior community.

**About Position:** The Delivery Assistant is responsible for assisting with all delivery aspects of the program (serving over 1,100 homebound seniors on a daily basis), ensuring full compliance with New York City Department for the Aging (“DFTA”), Citymeals on Wheels (“CMOW”), Henry Street Meals on Wheels (“HSSMOW”), and Department of Health and Mental Hygiene (“DOHMH”) standards and regulations requirements; and maintains collaborative relationships with community partner including Case Management Agency (CMA).

**Responsibilities:**

- Assist with the oversight of the delivery system including the distribution and monitoring of routes.
- Coordinate with MD and drivers to ensure timely pickup and delivery.
- Assist the MD and drivers with the safe deliveries including navigation support, loading, unloading vans and handling food, ensuring the safety food protocols.
- Ensure delivery staff and volunteers are following delivery protocols, which includes (but not limited to) having charged cell phones with them to report no answers and emergencies, carrying valid employee IDs, delivering on a face-to-face basis, exercising proper hygiene and food handling protocols, and documenting delivery accurate on route sheets
- Ensure route sheets have accurate information for the next day’s routing before submitting for meal distribution report and distribute and dispatch all routes on a timely manner.
- At least quarterly (or as needed) based on observation and feedback from meal deliverer/drivers to restructure routes to optimize delivery; review route sheets daily to ensure accurate documentation by the delivery staff and volunteers.
- Coordinate with MD, drivers and management to schedule and agenda meetings on a monthly basis. .
- Maintain inventory of all equipment/supplies needed for the delivery system.
- Ensure holiday and emergency boxes are on site for timely delivery.
- Assisting in responding to No Answer calls and reports of “No Answer” to the case Management Agencies, and coordinate redelivery, if possible.



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- Assist with deploying client notification letters and welcome packets.
- Provide coverage during staff shortage and emergency situations, which includes (but not limited to) delivery and meal packing coverage.
- In emergency situations, respond to the scene and provides leadership.
- Assist with special projects and other duties assigned by Meal Coordinator or Director of Operation.

**Required Qualifications:**

- HS Diploma or 2 years relevant experience in field
- Valid New York City Food Protection Certificate
- Demonstrate excellent supervisory skills
- Excellent computer skills and a proficiency in MS Word and Excel; basic knowledge of Access
- Excellent customer service skills and a sense of compassion, understanding and empathy for the elderly population
- Strong written and verbal communication skills; excellent community engagement skills
- Self-starter with strong organizational, planning, time management skills, and ability to think proactively and ability to take a solution-focused approach to problem solving
- Good leadership abilities and ability to work well with others; ability to work with minimal supervision; ability to maintain confidentiality
- Flexible and willing/able to cover during emergencies, including (but not limited to) Winter/Snow storm, hurricanes, and other unforeseen emergency situations
- Have the ability to lift and carry heavy objects a minimum of 50 pounds, including cases of fresh, frozen or canned food items, packed delivery bags as well as filled commercial grade pots or trays in and out of ovens.
- Have the ability to stand for a long period of time both for meal packing and delivery route distribution.

**Preferred Qualifications:**

- BA degree related to Human Services, Public Administration, Food Services, or related field
- Knowledge of DFTA's HDML policies and procedures
- Bi-lingual in Spanish