

Role: Delivered Meals Volunteer

Reports to: Team Leader, Delivered Meals

Department/Unit overview: The Aged and Disability Department provides a coordinated entry point for residents seeking aged and disability services and has an integrated approach to information provision, assessment, care management and referral. The unit is the provider of HACC (Home & Community Care) service types within the City of Wyndham.

The Resident Support Unit provides a range of Services to assist older adults, people with disabilities and their carer, to remain at home and connected to their community.

Purpose: To provide a reliable and safe Delivered Meals service to eligible residents, allowing them to remain living independently in their own homes.

The Delivered Meals service delivers a 3 course meal to eligible clients direct to their homes. The service utilizes both Volunteers and paid Delivered Meals Assistants to distribute the meals throughout the municipality.

Key Responsibilities and Duties:

- Deliver meals as directed in a safe, efficient and friendly manner.
- Ensure meals are delivered appropriately i.e. clients meal selection and conditions are followed at point of delivery.
- Ensure all items are secure in the vehicle and that client information is not visible during meal delivery.
- Communicate with clients where possible, by using the client's name and asking after their wellbeing.
- If a client discusses any meal/food/diet related issues with the volunteer, ensure all messages are communicated to the Delivered Meals Team Leader or office staff.
- Assist clients with their menu selection as needed.
- Distribute information sheets and notices as required.
- Ensure all work practices are followed with strict adherence to Food Safety, Personal hygiene and Occupational Health and Safety procedures when serving, handling, transporting and delivering meals.
- Report any concerns/hazards or incidences to the Delivered Meals Supervisor immediately via the OH&S phone provided.



VOLUNTEER ROLE DESCRIPTION

Desired Attributes:

- Empathy for older adults and/or people with disabilities
- Drivers will need to possess a valid Victorian Drivers Licence and ensure their vehicle is in a roadworthy condition. Comprehensive insurance is desirable.
- Drivers will need to be able to read a road map
- Good communication skills
- Ability to communicate effectively with older adults and people with disabilities
- Ability to work with other volunteers and/or staff

Length/Timing of Appointment: Volunteers are subject to a probationary period of 3 months. The role is ongoing and will be reviewed annually. Volunteers are currently required for either Mondays and/or Fridays.

Police Check: A police check application will be lodged once a volunteer has been accepted into a program and will be completed every 3 years. There is no cost to the volunteer.

Working with Children Check: If you volunteer with children, you will need a current Working With Children Check (WWCC) before you commence your volunteer role. This role does not require a WWCC.

Support: Appropriate training will be provided for this role and there is an expectation that any future compulsory training is attended where required. In addition, the Team Leader will be available for questions and assistance.

Dress Code: Neat casual and appropriate closed in footwear.

Signed:

Date:/..../.....