**Role:** Delivered Meals Program Volunteer

**Reports to:** Volunteer Coordination Officer

**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.

**Department/Unit overview:**

The Aged & Disability 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.

**Wyndham City:**

**Vision** – Diverse People, One Community, Our Future

**Mission** – We strive to serve the best interests of the Wyndham community by providing quality services; managing growth; and supporting residents to lead healthy, safe, vibrant and productive lives, while protecting our local environment.

**Values** – Integrity, Community Focus, Respect, Commitment, Leadership and Teamwork

**Key Tasks:**

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.
* Read and check off daily run sheets
* 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 Volunteer Coordinator, Delivered Meals Team Leader or office staff.
* Assist clients with their menu selection as needed.
* Distribute information sheets and notices as required.
* Strict adherence to Food Safety, Personal hygiene and Occupational Health and Safety procedures when serving, handling, transporting and delivering meals.

**Desired Attributes:**

* Empathy for older adults and/or people with disabilities.
* Drivers will need to have a valid Victorian Drivers Licence (car) and present a Driver History annually (reimbursed);
* Drivers will need to 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 adults with disabilities.
* Ability to work with other volunteers and/or staff.

**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.

**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 Volunteer Coordination Officer will be available for questions and assistance.

**Dress Code:** Neat casual clothes and non-slip closed-toe shoes.

**Signed: ............................................................................. Date: .... / ..../.........**

**Name: .............................................................................**