



Volunteer Policy and Procedure Manual Job Descriptions

JOB DESCRIPTION – Meals on Wheels Volunteer Driver

Title: Meals on Wheels Volunteer Driver

Major Objective: To provide transportation for the delivery of meals to seniors and disabled adults for the agency's Meals on Wheels program.

Requirements & Desirable Characteristics:

- Reliable and trustworthy; punctual; warm and caring; cheerful, patient and friendly.
- Physically capable of carrying meal bags.
- Must be in good health.
- Must have a valid driver's license.
- Must have adequate insurance coverage (agency provides information form to give to the volunteer's insurance agent).
- Interested in working with seniors and adults with disabilities.
- Must submit to a Police Reference Check which has resulted in an outcome that is deemed satisfactory to the agency.
- Knowledge of Scarborough and surrounding areas.

Responsibilities:

- Ensure car is in good repair with sufficient gas.
- Pick up runner, if necessary.
- Collect meals from food source.
- Transport meals and runner to clients' homes.
- Deliver meals when necessary.
- Drop off runner if necessary.
- Observe safety check when delivering a meal
- Report any concerns/observations to Program Coordinator immediately.
- Maintain confidentiality.
- Inform the Coordinator as soon as possible, if unable to volunteer on an assigned date.
- Follow the program's health and safety protocol.

Prohibited Activities:

- Your duty as a Meals on Wheels volunteer is limited to the above responsibilities. If a client asks you to do something that is questionable, or if you are asked to provide other services, inform your coordinator immediately.

A Meals on Wheels volunteer should not:

- leave a meal in the mail box, hallway or unattended at any time;
- conduct any financial business for or on behalf of a client;
- make any personal arrangements with clients;
- distribute literature which is not directed by the agency i.e. religious, political, business cards and other materials;
- promote activities for self gain i.e. buying or selling of products, services.

Supervisor: Meals on Wheels Coordinator



Volunteer Policy and Procedure Manual Job Descriptions

Orientation/Training:

- Initial orientation to agency and program.
- On-the-job training by an experienced staff member and volunteer.
- Coordinator provides on-going support and is available to answer questions and explain policies.

Time Commitment: 11:00 a.m. to 1:30 p.m. (approximately 2.5 hours of volunteer time).

Meal Sources/Place: Bendale Acres Home for the Aged, Shepherd Terrace,

Preferred Commitment: Flexible.

Satisfactions:

Providing vital service to the community; personal satisfaction from helping seniors and disabled adults; enrichment and new knowledge through training opportunities.

Potential Frustrations:

Last minute changes in delivery routes, occasional complaints from clients, and inclement weather.

Expenses:

The agency has a set trip reimbursement rate for gas allowance which is reviewed annually by the Board of Directors.