



## VOLUNTEER JOB DESCRIPTION

**SERVICE NAME:** Ashburton Support Services

**POSITION TITLE:** Meals on Wheels driving and delivery

**Address:** 296 High St, Ashburton

**Location:** Rounds cover Ashburton Alamein and Glen Iris. Boundary Roads are:- Bourke Rd, Gardiners Creek, Toorak Rd, Camberwell Rd, Warrigal Rd.

**Position Objective:**

The purpose of the service is to assist the client group to remain living independently at home and prevent premature/inappropriate admission to residential care.

**No of Hours involved:** 2hs per round (approx)

**Times:** 11.30am -1.30pm

**Frequency:**

Regular daily, weekly, fortnightly, or monthly rounds are available but situations are also available for emergency vacancies.

**Tasks/Duties Involved:**

- Arrive at the Centre at 11-30 am for meal delivery.
- Check route sheets and if you have any queries bring them to the attention of office staff.
- Assistants should check the map in order to assist the driver with directions to client's homes.
- Pick up Eskies, soup thermos and other equipment.

**During delivery:-**

- \* Read instructions applicable to each client on route sheets and follow them carefully.
- \* Follow the route sheet as set out. Clients make appointments to fit in with service delivery times and any deviation may cause concern.

## Volunteer Alliance

296 High St, Ashburton, Vic, 3147

Ph: 03 9885 3815

Fx: 03 9885 1239

Email: [volunteeralliance@ashburtonsupportservices.com](mailto:volunteeralliance@ashburtonsupportservices.com)

Web: <http://volunteeralliance.cjb.net/>



- \* Enter monies collected in the 'paid' column on the route sheet . Please note that it is not your responsibility to make sure that clients pay their account. If the client does not pay the amount on the route sheet, check with them that the money given to you is what they meant to pay, but any queries as to correct billing, what is owed, etc should be referred back to the centre. Please tell the MOW Coordinator on your return to the centre about any queries, complaints the client may have.
- \* If the client does not answer leave in esky/box **if so directed on the route sheet**. Leaving food in an esky/box **is only allowed if it has been arranged by the office**. Before food can be left in this manner we have to be sure that food safety requirements will be met.
- \* If the client does not respond and no message has been left please check the following - Go to rear of building and ensure that the client is not home; check for signs of possible emergency i.e. blinds down, lights on, papers left out etc. Phone the centre from the next delivery point to enable staff to enact follow up procedures as soon as possible. Offer to pay for the phone call from your change bag.
- \* On return check your route sheet with office staff and report any concerns you may have regarding clients. Remember, for some of the clients you are the only regular contact and the monitoring process is as important as the meal delivery.

### Equipment Needed:

Drivers need to supply their own car. We request that boots be clean and empty to ensure we meet safe food handling requirements.

### Skills/Qualifications/Experience Needed

- Drivers need a current driving license and should be comprehensively insured.
- Police check is required

### Reimbursement for out of pocket expenses:

*Petrol:* Drivers are given petrol tokens equivalent to \$3.00 per round. The tokens can be used only at Ashburton Autos (opposite the Library).

**Supervised by:** Meals On Wheels Coordinator

### Relationships with other team members:

Regular commitment is necessary and prompt advice is needed to be given to the MOW coordinator if you are not able to attend as arranged. Supervision on a daily basis is by Emelia Irvin MOW Co-Ordinator.

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### **Re-start conditions and training required:**

The MOW coordinator will give a briefing to new volunteers before commencing which will include standards in respect to **safe food handling** requirements. An experienced MOW person will take new volunteers on their first round. Other training opportunities eg. First Aid will be offered as part of ongoing training.

There is a trial period of three trips where volunteers and the service can evaluate whether they wish to go ahead with a commitment/confirmation.

The Dept of Human Services provides insurance cover for volunteers but volunteer drivers need to have comprehensive insurance for their car.