

# **Upland Meals on Wheels**

## **Volunteer Policy and Procedure Manual**

### **Job Descriptions**

#### **JOB Description – Upland Meals on Wheels Volunteer Driver/Runner**

Title: Upland Meals on Wheels Volunteer Driver/Runner

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

Requirements and Desirable Characteristics:

- Reliable and trustworthy; punctual; compassionate and caring attitude.
- Physically capable of carrying meal bags and trays of food from one location to the next.
- Must be in good health.
- Must have a valid driver's license.
- Must have adequate insurance coverage.
- Interested in working with seniors and adults with disabilities.

Responsibilities:

- Ensure car is in good repair with sufficient gas.
- Collect food from food source.
- Help prepare individual meals for designated clients on route for the day.
- Transport meals and Runner to client homes.
- Observe safety check when delivering a meal.
- Report any concerns/observations to Team Leader immediately.
- Maintain confidentiality.
- Inform Team Leader as soon as possible, if unable to volunteer on an assigned date.
- Follow the program's health and safety protocol.

Client and Interactions:

**Engage** in brief friendly conversation with clients while delivering meals, **check** on their wellbeing and **report** any concerns to the coordinator.

Documentation:

Maintain accurate records of deliveries and client interactions as needed.

Prohibited activities and things a volunteer **should not** do:

- 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.
- leave a meal without making contact with client unless specifically directed to do so – some clients do not want to make contact and volunteers will know ahead of time;
- conduct any financial business for or on behalf of the client, other than delivering an Upland Meals on Wheels invoice or collecting payment for an Upland Meals on Wheels invoice or a donation for Upland Meals on Wheels;
- make any personal arrangements with a client;
- distribute literature which is not directed by Upland Meals on Wheels;
- promote activities for self-gain.

Supervisor: Meals on Wheels Volunteer Coordinator and/or Team Leader

Orientation/Training:

- Initial orientation with Upland Meals on Wheels President or Volunteer Coordinator.
- On-the-job training by a Team Leader, experienced volunteer, or Volunteer Coordinator.
- Volunteer Coordinator and/or President will provide on-going support and are available to answer questions and explain policies.

Time Commitment: 10:00am to approximately 1:00pm.

Meal Source: San Antonio Regional Hospital, 999 San Bernardino Road, Upland, CA

Preferred Commitment: Flexible

Satisfactions: Providing vital service to the community; personal satisfaction from helping those in need; enrichment and new knowledge through training opportunities.

Potential Frustrations: Last minute changes in delivery routes, occasional complaints from clients, inclement weather.

## JOB Description – **Upland Meals on Wheels Volunteer Cleaner**

Title: Upland Meals on Wheels Volunteer Cleaner

Major Objective: To provide assistance in packing meals with Driver/Runner Volunteers and to clean kitchen/dishes/carts after all meals have been assembled for delivery of meals to seniors and disabled adults for the Upland Meals on Wheels program.

Requirements and Desirable Characteristics:

- Reliable and trustworthy; punctual; compassionate and caring attitude.
- Physically capable of carrying meal bags and trays of food from one location to the next.
- Must be in good health.

Responsibilities:

- Help prepare individual meals for designated clients on route for the day.
- Clean kitchen/dishes/carts after Driver/Runner teams have left.
- Keep cabinets orderly and efficient.

Client and Interactions:

None.

Documentation:

None.

Prohibited activities and things a volunteer **should not** do:

- 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.
- leave a meal without making contact with client unless specifically directed to do so – some clients do not want to make contact and volunteers will know ahead of time;
- conduct any financial business for or on behalf of the client, other than delivering an Upland Meals on Wheels invoice or collecting payment for an Upland Meals on Wheels invoice or a donation for Upland Meals on Wheels;
- make any personal arrangements with a client;
- distribute literature which is not directed by Upland Meals on Wheels;
- promote activities for self-gain.

Supervisor: Meals on Wheels Volunteer Coordinator and/or Team Leader

Orientation/Training:

- Initial orientation with Upland Meals on Wheels President or Volunteer Coordinator.
- On-the-job training by a Team Leader, experienced volunteer, or Volunteer Coordinator.
- Volunteer Coordinator and/or President will provide on-going support and are available to answer questions and explain policies.

Time Commitment: 10:00am to approximately 12:00m.

Meal Source: San Antonio Regional Hospital, 999 San Bernardino Road, Upland, CA

Preferred Commitment: Flexible

Satisfactions: Providing vital service to the community; personal satisfaction from helping those in need; enrichment and new knowledge through training opportunities.

Potential Frustrations: Clean-up can be messy on some days depending upon menu.