

## VOLUNTEER POSITION DESCRIPTION



<b>Position Title:</b>	Food Services Meals Delivery Volunteer
<b>Directorate:</b>	Community Services
<b>Department:</b>	Community Care
<b>Location of Position:</b>	City of Greater Dandenong Food Services Distribution Centre Fiveways Business Centre 31 Keysborough Avenue, Keysborough 3173
<b>Time commitment:</b>	Any day Monday through to Friday Commencing from 9.30am for approximately 2 hours You can work once a week or more if available
<b>Reports to:</b>	The first line of support will be the staff at Food Services, followed by the Volunteer Program

### Objective

Delivery of up to 15 chilled meals to frail older residents in the Greater Dandenong municipality, using own vehicle. Volunteer conducts client wellbeing checks and reports any concerns to Food Services staff.

### Program Overview

The City of Greater Dandenong's Food Services Meals Delivery Program provides a range of quality meals to a person's home when it becomes difficult for them to cook for themselves.

Cook-chilled meals are delivered from a purpose built distribution centre within the municipality. Meals are delivered to homes by Council's volunteers.

### Key responsibilities

- Loading meals from distribution centre
- Locating clients' addresses prior to commencing delivery
- Ensuring delivery of correct meal to each client
- Monitoring client and reporting any concerns
- Distribution and collection of Choice Menu
- Returning to distribution centre
- Reporting any difficulties.

### **Skills, experience and other requirements**

- Punctual and reliable
- Empathy for the elderly
- Use of own vehicle for deliveries
- Adhere to safe Food Handling practices
- Good communication and observation skills
- Respect for our diverse community
- Respect in all interactions
- Ability to work as part of a team and independently
- Ability to take directions from staff
- Awareness of safety issues
- Maintain client and organisation confidentiality
- A minimum commitment of 3 months is preferred
- Satisfactory police check - at Council expense
- Current Working with Children Check – at no cost
- Adhere to the Occupational Health and Safety practices.

### **Organisational Requirements**

- A committed volunteer, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.

The following general physical and functional requirements may apply to this position:

- Manual handling tasks eg lifting and carrying
- Prolonged periods of sitting / standing
- Long / short distance travel
- Getting in and out of a vehicle.

## **Volunteer Insurance**

- Everyone is covered by Medicare.
- Many people have their own additional private cover and/or their pension benefits.
- In addition, Council has Personal Accident Insurance for registered volunteers who are between 16 and 90 years of age. Please note reduced cover for Covered Persons over age seventy five (75) years.
- Council's insurances do not cover individuals' private vehicles. We trust that volunteers' vehicles are comprehensively insured. Volunteers will be liable for any fines incurred whilst driving their own vehicle.

## **Additional information**

- Animals and/or children cannot accompany volunteers.
- A current Victorian Driver's Licence is essential when you are required to drive a Council vehicle or your own vehicle.
- When using your own vehicle third party insurance is required.
- It is advisable to inform your insurance company that you will be using your car for volunteering activities for Council.
- Fully comprehensive vehicle insurance is recommended.

## **Support/training**

Your first line of support is the staff at Food Services, followed by the Volunteer Program.

A thorough induction of the service will be provided by a Food Services staff member or an experienced volunteer. On commencement new volunteers will be buddied with an experienced volunteer who will take the new volunteer out on a delivery round and provide on-the-job training in all aspects of meal delivery.

In addition, volunteers are offered access to a minimum of four training sessions throughout the year on a variety of topics which have been approved as applicable to volunteering roles within Council.

Two formal volunteer recognition events will be held annually.

All volunteers will be provided with a position description, name badge, rain coat and reflector vest.

### **Other comments**

Petrol costs will be reimbursed for the delivery route. Any parking or speeding fines are the volunteer's responsibility.

A satisfactory police check is essential (Council will cover cost for this check).

In addition, you will be required to complete a Working with Children Check. There is no charge for having a Working with Children Check processed. The application is completed on-line via the Department of Justice website. Full instructions will be provided by Volunteer Program staff in advance.

Getting to know the clients is important, not from a social perspective, but to assist in monitoring any changes which may need to be reported to office staff.

### **Council Volunteer Program contacts**

Email: [VolunteersProgram@cgd.vic.gov.au](mailto:VolunteersProgram@cgd.vic.gov.au)  
Website: [www.greaterdandenong.com](http://www.greaterdandenong.com)  
Phone numbers: 8571 5335 / 0408 579 587

### **Values**

At the City of Greater Dandenong we have adopted a set of values we call 'REACH' which define who we are and how we interact with each other and our community. REACH stands for:

**R**espectful  
**E**ngaged  
**A**ccountable  
**C**reative  
**H**onest

# GREATER DANDENONG AN ORGANISATION OF EXCEPTIONAL CHARACTER



- We **respect** and care about our community, each other and ourselves.
- We act with **integrity** at all times and in all matters.
- We take time to **listen** to and seek to understand the other point of view.
- We strive to understand and respect the **diversity** of our community and our workplace.
- We understand **our role** in the community and **respect** the responsibility that comes with it.



- We **listen** to our community and respond.
- We **work together** with our community and each other, to achieve the best outcome.
- We have the **confidence** to **challenge** the status quo, to reach for better outcomes.
- We are **action-oriented** in identifying and responding to new challenges.



- We are **proud** of our city, our community and our achievements.
- We spend our time and effort on **solutions** rather than looking for someone to blame.
- We take **responsibility** for our actions.



- We **care** about getting the best outcomes.
- We constantly ask: *What's the **future** and **what's possible**?*
- We have the **courage** to try new ideas.
- We strive for **excellence** in everything we do.



- We tell the **truth**, even when we know people may not want to hear it.
- We form our opinions and give advice from sound, **evidence based** research.
- We act with humility and apply the **highest standards** of ethical behavior to everything we do.

