



FOOD SERVICES VOLUNTEER ROLE DESCRIPTION

Reports to:

Box Hill site: Food Service Delivery Officer
Nunawading: Food Services Team Leader

Effective Date:**Goal Statement**

This volunteer role is responsible for the delivery of meals to Consumers in accordance with the program requirements and in line with the goals and objectives of the Home and Community Services department and Council.

Key Responsibilities*Position Specific Responsibilities*

- Distribute meals for Council's Food Services program in accordance with the delivery sheet and program requirements in a safe and timely manner.
- Work in accordance with consumer's care plans and Food Services program requirements to support consumers' independence.
- Adhere to all Council's policies and procedures relevant to this position.
- Report any incidents or near misses regarding volunteer and consumers' safety to your supervisor.
- Report any concern or query from consumers to your supervisor.
- Deliver, collect and, where required, provide assistance with consumer menu selections.
- Attend and actively participate in Food Services volunteer meetings and training.
- Respect confidentiality and privacy of consumer's personal information.
- Operate in a manner that includes awareness of risk at all times which includes advising Council of any change in your circumstances that may impact on your ability to perform this role safely.

Corporate Responsibilities

- Adhere to all relevant policies as outlined in associated summary sheets in relation to:
 - Occupational Health and Safety
 - Privacy and Confidentiality
 - Equal Opportunity
 - Harassment and Sexual Harassment
 - Bullying Prevention
 - Fitness for Volunteering
- Report any matters that may impact on the safety of Council volunteers, employees, residents, or assets.

Authority

Nil

Key Relationships

The position will liaise with:

- Food Services Staff
- Consumers
- Volunteers

Selection Criteria (Essential)*Qualifications/Certificates/Licences and Experience*

- Satisfactory National Criminal History Check.
- Completion of statutory declaration if you have resided outside of Australia.

Additional Qualifications/Certificates/Licences and Experience for volunteers required to drive:

- A valid Victorian driver's licence.
- A road worthy, well maintained (including cleanliness) vehicle with current Victorian vehicle registration.
- Minimum of current Third Party Property Damage car insurance.

Technology

- Ability to use the mobile phone provided with each delivery round.
- Ability to read a map and navigate a Food Services delivery sheet.

Interpersonal

- Good communication skills in order to provide customer service (e.g. outgoing friendly personality, a caring attitude and the ability to relate to people from all walks of life including those from diverse backgrounds).
- Reliable, trustworthy, flexible, helpful and punctual.
- Recognition of the importance of supporting and encouraging clients' independence.
- Ability to monitor client's wellbeing and report any changes back to the supervisor.
- Ability to present in a professional manner.
- Ability to provide a service that meets the requirements of different individuals.
- Ability to work in a team environment with minimum supervision. Ability to value and support other team members.

Other Attributes (Desirable)

- Current First Aid certificate (Level 1 or Level 2)

Notes and comments:

- The position includes an inherent physical requirement to load meals in soft, refrigerated packs from trolleys into a car and reach into a car to collect meals for delivery to clients' homes.
- The position may require driving your own vehicle on a delivery run while stopping at intervals to make deliveries.
- Volunteers must not provide any other services to the client, such as personal care duties, shopping, errands, administering medication, household tasks or repairs, etc.
- Volunteers must not involve themselves in the financial or private affairs of the client.
- Volunteers must adhere to the Food Services program gifts or gratuities procedure.
- Volunteers must give 2 weeks' notice if they intend to leave the role.
- Volunteers must consent to a Criminal History Check before starting and then every three years

Training requirements:

Volunteers working for the Food Services Program are required to undertake training that assists this position:

- **Manual Handling**
- **Duty of Care**
- **Risk assessment/management**
- **Professional Boundary Training**

As far as is practicable training will be provided as part of the volunteer meetings.

Key selection criteria:

1. Good communication skills in order to provide customer service (e.g. outgoing friendly personality, a caring attitude and the ability to relate to people from all walks of life including those from diverse backgrounds).
2. Ability to work in a team environment with minimum supervision. Ability to value and support other team members.
3. Ability to monitor client's wellbeing and report any changes back to the supervisor.
4. Ability to safely carry out all the key responsibilities of the role
5. Reliable, trustworthy, flexible, helpful and punctual.

VOLUNTEER NAME:			
Volunteer Signature:		Date:	