



VOLUNTEER SERVICE DESCRIPTION



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| Title | Meals On Wheels Driver |
| Pay Class | Volunteer – Unpaid |
| Commitment | Minimum 6 month; 4-5 hours per month |
| Number of positions | 12 |

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| Department/Division | <u>Senior Center</u> | Latest Review Date | <u>Until filled</u> |
| Personnel Review | <u>T. Swenk</u> | Department Review | <u>MOW Senior Center Coordinator</u> |

Job Duties:

Essential Duties: Reports to and works under the supervision of the Senior Center Coordinator.

Responsibilities

- Always wears volunteer photo ID badge while delivering as a verification to patrons that you are a true representative of the Meals on Wheels (MOW) program.
- Always records volunteer hours by first initial and last name using the electronic time clock, ExecuTime, or if ExecuTime is not available, records volunteer hours by first and last name and time in and out on paper time sheets.
- All drivers are provided the MOW Senior Center Coordinator's cell phone number 516-7626 as well as office phone number 599-1380. Calls office at 599-1380 if will be late or unavailable for shift.
- Arrives 5 minutes prior to delivery time to go over any route changes or special instructions.
- Meals are ready to be loaded by 10:45 a.m. There are days in which frozen meals are delivered to help patrons over the holidays or weekends.
- Follows instructions on front of route cover pertaining to payments and leaving menus.
- Picks up the meals in containers and route sheets from the designated pick up area.
- Reads the route sheet carefully before leaving the building and makes note of any special instructions.
- Counts the meals in both containers before leaving the building verifying the count is the same as that of the route sheet. After counting alerts staff if there is a discrepancy.



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- Upon arrival at each home, greets patron by name and takes a little time to assess the situation, such as living conditions, slurred speech, confusion, or illness.
- If patron is gone, does not leave the meal but leaves the appropriate provided notice on the door.
- Makes notes on the route sheet and speaks with the MOW Senior Center Coordinator about any problems or changes.
- Precaution: If the patron falls ask them if they need assistance such as bringing them a chair, so they can pull themselves up, if they are unable to get up on their own or with minimal assistance or are in pain call 911. Know your limits! If you encounter an emergency call 911 and then call the MOW Senior Center Coordinator 599-1380.
- Precaution: Do not risk your safety if there is a dog in the yard. Patrons are instructed when they register for the program, that they are responsible to restrain their dog during delivery. If the dog is not restrained, bring the meal back. Avoid interacting with unfamiliar animals, especially if they are tied up. Please inform the MOW Senior Center Coordinator if you encounter animal problems.
- Precaution: Auto Accident protocol is to call 911 and then the MOW Senior Center Coordinator 599-1380. In the case of an Auto Accident, drug testing a driver is an immediate response. Always obtain the other driver's information. Do not admit liability as you are under no obligation to incriminate yourself. Your responsibility is to fully cooperate with the police officer making the report and to exchange information with the other driver and the police.
- Compensation: A check is given to each driver to help with gasoline expenditures monthly. This is a \$5.00 stipend per round trip.
- Complies with all policies and procedures. Complies with volunteer standards and policies in PRCA Volunteer Management Manual. Complies with all standards and policies in the Non-Metro AAA Driver Handbook. Complies with food safety standards (personal or organizational vehicle must be clean).

The duties listed above are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.



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Qualifications:

This position is subject to the City of Farmington's Drug and Alcohol Free Workplace Policy.

- Attends orientation and training.
- Ability to communicate courteously and effectively with the public on all age levels and cultural backgrounds, both verbally and in writing.
- Ability to establish and maintain working relationships with co-workers, supervisors, and other City personnel and the public.
- Ability to perform routine duties as assigned with little supervision.
- Ability to follow verbal and/or written instructions.
- Valid NM Driver's License with required insurance coverage.
- A reliable vehicle.
- Dependable and Punctual.
- Must enjoy working with senior citizens.
- Accurate in all reporting procedures.
- Respectful of peoples' privacy and feelings.

Physical Demands:

The physical demands described here are representative of those that must be met by a volunteer to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the volunteer is frequently required to stand, walk, sit and talk or hear. The volunteer is occasionally required to use hands to finger, handle, feel or operate objects, tools or controls; and reach with hands and arms. The volunteer is occasionally required to balance; stoop, kneel, crouch or crawl.

The volunteer must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.



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Work Environment:

The work environment characteristics described here are representative of those a volunteer encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate to quiet.

We are an Equal Opportunity Employer, M/F.