

## VON Windsor-Essex Community Support Services

Meals on Wheels is provided to persons with dependencies related to aging, physical disability and to their caregivers in order to maintain and enhance quality of life

### Position Description

- Title:** Meals on Wheels Server
- Objective:** To deliver meals to client's homes
- Qualifications:** Physically be able to carry meal bags  
Reliable, punctual, pleasant and enjoys working with the public  
No previous experience required
- Duties/  
Responsibilities:** Ensure proper numbers of meals are in the bag  
Assist with loading meals into car  
Deliver meals to client's homes with a friendly greeting.  
Chat briefly ensuring all is well  
Report to Supervisor any concerns regarding clients well being  
Maintain client confidentiality at all times  
Return bags and route sheets to office upon completion  
Obtain a current police clearance
- Terms of Position:** Client Confidentiality must be maintained at all times
- Training:** Initial Orientation to agency and program are required  
On the job training with experienced volunteer as required  
Participation in ongoing training as provided by staff  
Placement will be assessed by staff and volunteer after three months.
- Time Commitment:** Approximately 2-3 hours per month (Flexibility according to volunteer's schedule)
- Supervisor:** Manager of Volunteer and Community Support Services
- Benefits:** Providing social interaction to persons who are maintaining independence, getting to know the community, socializing with other volunteers
- Measures:** Client response with periodic surveys  
Number of client compliments or complaints
- Frustrations:** Occasional complaints from clients, inclement weather

I \_\_\_\_\_, have read and agree to volunteer within the terms of this position. I have reviewed the policies and have been advised as to where to access all relevant information.

**Date:** \_\_\_\_\_ **Signed:** \_\_\_\_\_