

<b>Title:</b>	<b>Program:</b>	<b>Department:</b>
Dispatch Assistant and Substitute Dispatch Assistant	Meals On Wheels (MOW)	Community Engagement, Nutrition
<b>Volunteer Manager:</b>	<b>Volunteer Manager Contact Info:</b>	<b>Minimum Commitment:</b>
Stephanie Filkins, Volunteer Coordinator, MOW	406-728-7682 (Missoula Aging Services) 406-240-7070 (MOW unlisted cell phone)	Once weekly for 6 months

**Missoula Aging Services' Mission Statement:** Missoula Aging Services (MAS) promotes the independence, dignity and health of older adults and those who care for them.

**Program Overview:** The Meals on Wheels Program delivers over 1,900 hot, nutritious meals each week to homebound residents of Missoula County every week from 10:00 a.m. and 2:00/2:30 p.m. Monday through Friday, with the exception of scheduled holidays.

**Position Overview:** The Dispatch Assistant helps with the daily dispatching of meals prepared for homebound individuals by providing support to drivers and kitchen staff at the Providence Center. They work closely with the Meals on Wheels staff, volunteer drivers and Providence Center kitchen staff, ensuring a smooth and coordinated effort of routing meals for drivers delivering meals. Dispatch Assistants may have little interaction after drivers have left on their routes and should be comfortable working alone as well as with others.

The Substitute Dispatch Assistant fills a vital role when the regular volunteer is unable to fulfill his or her volunteer position. The goal for this position is to provide good customer service for drivers and with the Providence Center's kitchen staff. Substitute Dispatch Assistants will be given preference to fill regular full-time openings.

#### **Key Responsibilities:**

- Help drivers orient themselves to daily route manifests.
- Roll bag racks into the elevator and transport to loading dock for drivers.
- Sort & restock bags that are returned.
- Relay messages to the kitchen.
- Wait for drivers to return and receive messages regarding clients.
- Return hot box racks to back door of kitchen each day.
- Clean dispatch room, close locked door and return Meals on Wheels bag to MAS.

#### **Qualifications:**

- Excellent organizational skills.
- Detail-oriented.
- Ability to read road maps; knowledge of the Missoula area a definite plus!
- Ability to push racks loaded with bags and hot boxes.
- Ability to work cooperatively with Meals on Wheels staff and volunteers.

- Must provide own transportation.
- Must sign and honor confidentiality agreement.
- Ability to work with and independently of others.
- Criminal and Sex Offender background check required.
- Must be 18 year of age or older.
- Completion of the volunteer application process at MAS.

**Benefits:**

- Learn about the logistics of the Meals on Wheels program.
- Build a dynamic relationship with volunteers and staff of Meals on Wheels and the Providence Center kitchen.
- Participate in various training opportunities.
- Provide critical support to the Meals on Wheels program that will ensure that homebound residents in Missoula are receiving the help they need.
- Receive MOW Newsletter.

**Support:** The Dispatch Assistant and Substitute Dispatch Assistant will report directly to the Meals on Wheels Volunteer Coordinator who will work to create an accommodating schedule, an orientation to the program and training opportunities. This position will have regular communication with the MOW Volunteer Coordinator to ensure that both the clients and volunteers are receiving the assistance they need. This position will also be supported by Missoula Aging Services' Volunteer Coordinator and will receive news and information regarding the agency's Volunteer Program.

**Commitment:** There is a minimum 6 month commitment for this position. Meals are delivered between 10:00 a.m. and 2:00/2:30 p.m. The Dispatch Assistant needs to be available to volunteer during this time. A volunteer's schedule is based on his or her availability.

**Amount of Time:** once weekly, 4 hours

**Time of Day:** 10:00 a.m. and 2:00/2:30 p.m.

**Day of Week:** options are once a week Monday through Friday

**Location:** The Dispatch Office is located at the Providence Center, 902 Orange Street, and the entrance is on the east side of the building (by the loading dock).

**Sustained Outcome:** The quality of life for homebound Missoula County residents will be improved by the Meals on Wheels Program's ability to efficiently deliver healthy, nutritious, hot and frozen meals to those in need. The Dispatch Assistant will work to ensure that meals are consistently delivered to Meals on Wheels clients.

*For more information, please contact Missoula Aging Services' Volunteer Coordinator at #406.728.7682 / [volunteer@missoulaagingservices.org](mailto:volunteer@missoulaagingservices.org).*

08/2019

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**Signature of Volunteer**

\_\_\_\_\_  
**Date**

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**Signature of Volunteer Manager**

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**Date**