

VOLUNTEER POSITION GUIDE

Title:	Program:	Department:
Route Driver & Substitute Route Driver	Meals on Wheels (MOW)	Community Engagement, Nutrition
Volunteer Manager:	Volunteer Manager Contact Info:	Minimum Commitment:
Colleen Kernan, Volunteer Coordinator, MOW	ckernan@missoulaagingservices.org 406-728-7682 406-240-7070 (MOW unlisted cell phone)	6 months

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

Program Overview: The Meals on Wheels Program (MOW) delivers over 1,900 hot, nutritious meals to homebound residents of Missoula County every week.

Position Overview: All volunteer drivers begin as Substitute Route Drivers. The Route Driver delivers approximately 20 meals per shift on a designated route in Missoula County, between 10:00 a.m. to 2:00 p.m., Monday through Friday, with the exception of scheduled holidays. Volunteers interact with clients receiving meals and work with other MOW volunteers to ensure that clients are receiving the services they need.

The Substitute Drivers deliver meals on a designated route on short notice when regular Route Drivers are unavailable. Although every consideration is made to give at least one day's notice, drivers may be contacted between 8:00 a.m. and 10:00 a.m. on the day they are needed. Substitute Drivers will be given preference to fill openings for regular full-time routes.

Key Responsibilities:

- Deliver correct meals to correct clients. You will be given a daily route manifest to verify accurate meal delivery.
- Report to the Providence Center, 902 Orange Street between 10:00 and 10:30 a.m. to receive the client manifest and prepared meals for clients on a designated route.
- Check in with the Dispatch Assistant and review daily route manifest and note changes before and after each shift.
- Load "Hot Box" and cold pack meal bags into vehicle and deliver meals to clients listed on route manifest, providing good nutrition and a daily check-in.
- Note and report any significant observations regarding clientele.
- Return manifest notes, envelopes, "Hot Boxes" and reusable bags to the Dispatch Office at the end of each shift.

Qualifications:

- Positive attitude and willingness to share smiles with clients.
- Ability to encourage others to practice self-advocacy.
- Must sign and honor confidentiality agreement.
- Excellent attention to detail.
- Good listening skills.
- Valid Montana Driver's license with a 'clean' driving record. There is a "Zero" tolerance policy for DUI offenders.

- Must be 18 years of age or older.
- Ability to follow written and oral instructions.
- Willingness to use personal vehicle that is properly insured.
- Ability to lift 35-40 lbs. (weight of “hot box” when full).
- Ability to work cooperatively with MOW staff and volunteers.
- Experience and success establishing healthy boundaries is a plus!
- Criminal and Sex Offender background check required.

Benefits:

- Opportunity to provide a critical, direct service to the homebound residents in Missoula.
- Build a dynamic relationship with clients, nourishing and enriching the lives of the disabled and homebound, not only with food, but with a warm smile (daily check-in).
- Participate in various training opportunities.
- Develop lasting relationships with other MOW volunteers and staff.
- Receive a monthly MOW newsletter.
- Mileage reimbursement (@ \$0.40/mile) is available for Route Drivers.

Support: The Route Driver will report directly to the MOW 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 and the Dispatch Assistant 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 p.m. The Route Driver needs to be available to volunteer during this time. A volunteer’s schedule is based on his or her availability.

Amount of Time: 4 hours, varies

Time of Day: 10:00 a.m. to 2:00 p.m., weekdays only

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 MOW Program’s ability to efficiently deliver healthy, nutritious, hot and frozen meals to those in need. The Route Driver will work to ensure that meals are consistently delivered to MOW clients.

For more information, please contact Missoula Aging Services’ Volunteer Coordinator at #406.728.7682 / volunteer@missoulaagingservices.org.

3/2018

Signature of Volunteer

Date

Signature of Volunteer Manager

Date