

Title:	Program:	Department:
Route Driver & Substitute Route Driver	Meals on Wheels (MOW)	Community Engagement, Nutrition
Volunteer Manager:	Volunteer Manager Contact Info:	Minimum Commitment:
Kristina Degele, Volunteer Coordinator, MOW	406-728-7682 (Missoula Aging Services) 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 who care for them.

Program Overview: The Meals on Wheels Program (MOW) delivers around 2,000 meals to homebound residents of Missoula County each week.

Position Overview: The Route Driver delivers approximately 20 meals per shift on a designated route in Missoula County, between 10:30 a.m. to 2:00 p.m., Monday, Tuesday, Thursday, and 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 a less consistent basis. These sub drivers can be considered our "floaters," in which the MOW coordinator will contact you at least one day in advance to see if you would like to fill a route. On rare occasions, subs are called the morning before a shift if there was a last-minute cancellation. Being a substitute driver is a great option if you know that you want to volunteer with MOW but don't have the ability to do the same route/day each week.

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 Volunteer Coordinator and review daily route manifest and note changes before 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 on route manifest.
- Return manifest notes, envelopes, "Hot Boxes" and returned reusable bags to the Dispatch Office at the end of each shift.

Qualifications:

- Must be 18 years of age or older.
- Willingness to use personal vehicle that is properly insured.
- 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.

- Volunteer intake process with MAS Volunteer Coordinator, which includes a Criminal and Sex Offender background check.
- Valid Montana Driver's license with a 'clean' driving record. There is a zero-tolerance policy for DUI offenders.
- Ability to follow written and oral instructions.
- Ability to lift 40-45 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!

Benefits:

- Opportunity to provide a critical, direct service to 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.

COVID-19 SAFETY PROTOCOLS: During the Coronavirus Pandemic of 2020, Missoula Aging Services is doing their part to ensure the health and safety of its volunteers and clients. At Meals on Wheels, we are taking the following daily precautions:

- Volunteers are screened at the Providence Center prior to each shift
- Volunteers must wear a mask throughout the duration of their route.
- Cloth masks and bottles of hand sanitizer are distributed to each volunteer if they do not have any.
- We are maintaining social distancing at dispatch and in any interaction with clients.
- ***Volunteers are not to go into clients' homes until further notice!***
 - ***We encourage volunteers to stick around at clients' doors to check in on them and say hello,*** however at this time it is still too risky to have volunteers enter the home.

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). Please park on North 3rd Street as close to the loading dock as possible or in back (East) parking lot. Please do not park in lot entrance. You will be towed!

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 and accurately delivered to MOW clients.

For more information, please contact Kristina, the Meals on Wheels Volunteer Coordinator at (406)728.7682 / kdegele@missoulaagingservices.org.

Signature of Volunteer

Date

Signature of Volunteer Manager

Date