 **VOLUNTEER POSITION GUIDE**

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| **Title:** | **Program:** | **Department:** |
| Dispatch Assistant and Sub | Meals On Wheels (MOW) | Community Engagement, Nutrition |
| **Volunteer Coordinator:** | **Volunteer Coordinator Contact Info:** | **Minimum Commitment:** |
| Kristina Degele | 406-728-7682 (Missoula Aging Services)  406-240-7070 (MOW unlisted cell phone) | At least 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 MOW Program delivers over 2,000 hot, nutritious meals each week to residents of Missoula County who are homebound, every week between 10:00 a.m. and 2:00 p.m. Monday, Tuesday, Wednesday, Thursday, and Friday, with the exception of scheduled holidays.

**Position Overview:** The Dispatch Assistant helps with the daily dispatching of meals prepared for individuals who are homebound by providing support to drivers and kitchen staff at the Providence Center. They work closely with the MOW Volunteer Coordinator and volunteer drivers to get all meals and delivery items loaded up.

The Substitute Dispatch Assistant fills a vital role when the regular volunteer is unable to fulfill their 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 priority when it comes to filling regular full-time openings.

**Key Responsibilities:**

* **PART 1 (9:45 a.m. – 11:15 a.m.) Sub Position Only Available**
  + Arrive to dispatch at 9:45 am
  + Help kitchen staff bring meal items up to the loading dock & situate them for pickup
  + Grab any additional items from the kitchen when needed (hot meals, milk, etc.)
  + Help volunteer drivers load their vehicles with delivery items
* **PART 2 (1 p.m. – 3:30 p.m.) Multiple Positions Available**
  + Remove labels from all returned bags
  + Sanitize bags by and reorganize
  + Return paperwork to MAS
  + Work as a team member with the Volunteer Coordinator and kitchen staff to build and maintain an organizational system

**Qualifications:**

* Excellent organizational skills.
* Detail-oriented.
* Ability to push racks loaded with bags and hot boxes.
* Ability to push/lift a maximum of 20 lbs intermittently.
* Ability to work cooperatively with MOW 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 MOW program.
* Build a dynamic relationship with volunteers and staff of MOW and the Providence Center kitchen.
* Participate in various training opportunities.
* Provide critical support to the MOW program that will ensure that residents in Missoula who are homebound are receiving the help they need.
* Receive MOW Newsletter.

**Support:** The Dispatch Assistant and Substitute Dispatch Assistant 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 to ensure that both the kitchen staff and volunteer drivers are receiving the assistance they need.

**Commitment:** There is a minimum 6-month commitment for this position. Hours of each shift are 9:45 a.m.-11:15 a.m., and (optional) 1 p.m. – 3:30 p.m., for a total of 2.5 hours per day. A volunteer’s schedule is based on their availability.

**Amount of Time:** Once weekly, 2.5 hours

**Time of Day:** 9:45-11:15 a.m. and 1:00-3:30 p.m.

**Day of Week:** Options are at least once a week on Monday, Tuesday, Wednesday, Thursday, or Friday

**Location:** The Dispatch Office is located at the Providence Center, 902 Orange Street, at the loading dock on the northeast end of the building.

**Sustained Outcome:** The quality of life for Missoula County residents who are homebound will be improved by the MOW 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 MOW clients.

*For more information, please contact Missoula Aging Services’ Volunteer Coordinator at (406)728-7682 /* [*jdouglas@missoulaagingservices.org*](mailto:jdouglas@missoulaagingservices.org)*.*  10/2024