

<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>
Volunteer Coordinator, MOW	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 Meals on Wheels Program delivers over 2,000 hot, nutritious meals each week to homebound residents of Missoula County every week between 11:00 a.m. and 2:00 p.m. Monday, Tuesday, Thursday, 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 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 (10:15a.m. – 11:15 a.m.)**
  - Arrive to dispatch at 10:15 am
  - Help kitchen staff bring meal items up to the loading dock & situate it 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 **OPTIONAL – NOT REQUIRED FOR THIS POSITION** (2 p.m. – 2:30 p.m.)**
  - Return to dispatch to put away hot box racks for the evening
  - Stack returned milk crates outside the kitchen
  - Bring all returned manifests/MOW payments back to Missoula Aging Services

### 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 push/lift a maximum of 20 lbs intermittently.
- 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 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 10:15 a.m.-11:15 a.m., and (optional) 2 p.m. – 2:30 p.m., for a total of 1.5 hours per day. A volunteer’s schedule is based on their availability.

**Amount of Time:** once weekly, 1 hour

**Time of Day:** 10:00 a.m. and (optional) 2:00-2:30 p.m.

**Day of Week:** options are at least once a week on Monday, Tuesday, 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 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).*

04/2021

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**Signature of Volunteer**

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

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**Signature of Volunteer Manager**

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**Date**