VOLUNTEER POSITION DESCRIPTION
Food Services Meals Delivery Volunteer

Objective:
Delivery of up to 15 chilled meals to frail older residents in the Greater Dandenong municipality, using own vehicle.

Tasks:
Loading meals from distribution centre, locating clients’ addresses in Melways, ensuring delivery of correct meal to each client, monitoring client, returning to distribution centre, reporting any difficulties, distribution and collection of Choice Menu

Skills and other requirements:
- Punctual
- Reliable
- Empathy for the elderly
- Good listening skills
- Capacity to work as part of a team
- Ability to take directions from staff
- Awareness of safety issues
- Police check at Council expense
- Maintain client confidentiality
- Adhere to the Occupational Health and Safety practices

Time commitment:
1.5 hours once a week

Location of position:
City of Greater Dandenong Food Services, Distribution Centre, Fiveways Business Centre, 31 Keysborough Ave, Keysborough 3173

Support/training:
Your first line of support is the staff at Food Services, followed by the Volunteer Co-ordinator.

A thorough orientation of the service will be provided by a Food Services staff member or an experienced volunteer.
On commencement new volunteers will be buddied with an experienced volunteer who will take the volunteer out on the delivery round and provide on-the-job training in all aspects of meal delivery. Volunteers are offered access to a minimum of four training sessions throughout the year to improve their skills in areas such as manual handling and emergency first aid. Two volunteer recognition events will be held annually.

**Other comments:**
Petrol costs will be reimbursed for the delivery route.

Any parking or speeding fines are the volunteer’s responsibility.

Getting to know the clients is important, not from a social perspective, but to assist in monitoring any changes which may need to be reported to office staff.

**Contact Person:**
If you have any further questions, please contact Trish Roche, Co-ordinator, Volunteer Program, on 8571 5335, or email proche@cgd.vic.gov.au
GREATER DANDENONG
AN ORGANISATION OF EXCEPTIONAL CHARACTER

RESPECTFUL
- We respect and care about our community, each other and ourselves.
- We act with integrity at all times and in all matters.
- We take time to listen to and seek to understand the other point of view.
- We strive to understand and respect the diversity of our community and our workplace.
- We understand our role in the community and respect the responsibility that comes with it.

ENGAGED
- We listen to our community and respond.
- We work together with our community and each other, to achieve the best outcome.
- We have the confidence to challenge the status quo, to reach for better outcomes.
- We are action-oriented in identifying and responding to new challenges.

ACCOUNTABLE
- We are proud of our city, our community and our achievements.
- We spend our time and effort on solutions rather than looking for someone to blame.
- We take responsibility for our actions.

CREATIVE
- We care about getting the best outcomes.
- We constantly ask: What’s the future and what’s possible?
- We have the courage to try new ideas.
- We strive for excellence in everything we do.

HONEST
- We tell the truth, even when we know people may not want to hear it.
- We form our opinions and give advice from sound, evidence-based research.
- We act with humility and apply the highest standards of ethical behavior to everything we do.