

# 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](mailto:proche@cgd.vic.gov.au)

# GREATER DANDENONG AN ORGANISATION OF EXCEPTIONAL CHARACTER



- 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.



- 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.



- 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.



- 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.



- 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.



GREATER  
DANDENONG  
*City of Opportunity*