



the
power of
humanity



Volunteer role description

Meal Delivery Hero - Evandale

Department	Community Programs – Delivered Meals
Availability	1-2 hours per week, fortnight or month, ongoing position – Tuesdays and Thursdays
Location	Red Cross Offices
Category	Contributing to Programs & Operational work

Building an inclusive, diverse and active humanitarian movement based on voluntary service

Role purpose

Be a hero for people within our community by regularly delivering nutritious and delicious meals to their door. Using your super powers of a cheery smile, a friendly nature and a driver's licence, you'll brighten the day of the people you deliver to. The Red Cross will ensure that you have lots of fun, develop valuable skills and are well supported.

Role responsibilities

- Collect meals from the depot and deliver to clients' homes or day care facilities as required
- Deliver meals in accordance with Australian Food Standards & food safety requirements
- Support clients in a positive and productive manner and respect client confidentiality
- Follow instructions as listed on the run chart to deliver the appropriate meal to clients under the guidance of the Program Coordinator
- Liaise with the Program Coordinator in regards to any concerns or issues with clientele
- Comply with HACC Community Care common standards
- Be reliable and punctual to ensure the consistent delivery of this important service

Knowledge, skills and experience

- Good communication skills and a desire to assist others
- Ability to work in a team environment and contribute positively
- Willingness to assist and empathy for the needs of others within the community
- A current Drivers Licence

Check requirements

- A National Criminal History Check prior to commencement and renewed every 3 years – Red Cross will arrange this

Learning and development

- Complete the Red Cross induction & Delivered Meals training
- Complete Red Cross online learning modules as required
- Agree with and comply with the Red Cross Ethical Framework & Standards
- Agree with and comply with the Red Cross Child Protect Code of Conduct

General conditions

We act always in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement

Humanity

Impartiality

Neutrality

Independence

Voluntary Service

Unity

Universality
