



the  
power of  
humanity



# Volunteer role description

## Meals on Wheels – Meal Packer Volunteer

<b>Department</b>	Social Connectedness
<b>Availability</b>	Monday to Friday between 8:00am – 9:30am
<b>Location</b>	Holder
<b>Category</b>	Working in our Services and Programs

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

#### Role purpose

Meals on Wheels provides a range of healthy and nutritious frozen and fresh meals delivered to the door of people who find it difficult to cook for themselves. This service is more than just a meal, our friendly volunteers will also check in on the clients when they deliver the meals – stopping to greet clients and doing a welfare check at the same time.

Your support and assistance can make all the difference in the lives of the people who need it the most, and we are sure you will enjoy it too!

#### Role responsibilities

Meals on Wheels – Meal Packers volunteers prepare the frozen meals to be ready for delivery service which is run out of the office in Holder. Volunteers are required between approximately 8:00am and 9:30am. General tasks include:

- Pack each client's order according to their order form.
- Place items into plastic bags and then into soft pack esky, ensuring each order conforms to the type and number of meals specified on the order form.
- Report any problems, incidents and accidents to the Meals on Wheels Team Leader.
- Complete the required paperwork.
- Maintain a professional manner at all times and treat everyone you meet with sensitivity, dignity and respect.

#### Knowledge, skills and experience

- Able to read orders and select items
- Manual handling is a component of this role
- Volunteers may be required to work in the cold room where appropriate clothing provided
- Available to work between 8:00am and approximately 9.30am and to be punctual
- Ability to work collaboratively in a team environment and display flexibility

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- Ability to work with a wide range of people from diverse backgrounds
  - Good interpersonal skills and a friendly manner
  - Commitment to the Fundamental Principles of the Red Cross
  - Respect for all people and the ability to maintain confidentiality
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### Check requirements

- Current driver's license and registration (comprehensive car insurance is recommended)
  - A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
  - Working with Vulnerable Peoples Card relevant to Australian Capital Territory
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### Learning and development

- Complete Red Cross online learning modules as required
  - Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
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### General conditions

*(Delete help text before publishing: These are organisational requirements and not to be edited)*

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**

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