



the
power of
humanity



Volunteer role description

Meals on Wheels - Meal Delivery Support Volunteer

Department	Social Connectedness
Availability	Monday to Friday between 9.30am and 1.30pm
Location	Holder
Category	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 – greeting volunteers and doing a welfare check at the same time.

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

Role responsibilities

- Deliver meals chilled or frozen to clients
- Support people to maintain independence in their own homes
- Increase social contact for people who might otherwise have limited opportunities
- Provide a regular check on peoples wellbeing
- 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

- Ability to work with a wide range of people from diverse backgrounds
- Good interpersonal skills and a friendly manner
- Respect for all people and the ability to maintain confidentiality
- Available to work between 9.30am and 1.30pm and to be punctual
- Ability to work collaboratively in a team environment and display flexibility
- Talk and listen to the clients but keep aware of time constraints
- Write down any messages, problems or comments on the run sheet and report them to the Meals on Wheels Team Leader when you return
- Report any incidents or accidents to your coordinator immediately
- Complete the required paperwork when you return
- Commitment to the Fundamental Principles of the Red Cross

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- Maintain a professional manner at all times and treat everyone you meet with sensitivity, dignity and respect

Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- Working with Children's Check relevant to your state / territory location
- Current driver's license and registration (comprehensive car insurance is recommended)

Learning and development

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

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
