

Meals on Wheels Frozen Meal Delivery Associate Job Description

MEALS ON WHEELS

C.C. CAFÉS

FALL PREVENTION

COMPANIONSHIP

ARTFUL AGING

CARE MANAGEMENT

08/19

Program Description:

Meals on Wheels (MOW) provides nutritious meals and daily contact from a dedicated staff of volunteers. The MOW program supports independence while promoting the social, physical, and emotional well-being of seniors. The program consists of care management, administrative staff and volunteer drivers who deliver meals to home bound seniors on specified routes Monday through Friday.

Scope of Work:

The Delivery Associate is responsible for delivery of daily hot and weekly frozen meals to home bound seniors. Delivery Vehicle provided.

Daily deliveries consist of one hot meal per day to an average of 16 clients per route. Friday deliveries include the daily meal plus two frozen meals for those clients needing meals for the weekend.

Daily delivery routes will be assigned each morning. Daily deliveries take place between 10:30 – 12:30.

Daily delivery are in all areas of central and east Contra Costa County and will vary daily.

Weekly frozen meal deliveries consist of 7 frozen meals being delivered once a week to approximately 20 clients on each route. Each client will also receive bread, milk and 7 servings of fruit.

Weekly frozen routes will be delivered after the daily hot route, starting approximately 1:00 PM.

This employee reports directly to the Meals on Wheels Program Specialist. This is a part-time position, between 4 -5 hours a day, depending on route assignment. Work days will be Monday – Friday, starting at 10:30 AM.

Duties and Responsibilities:

- Maintain a clean driving record and auto insurance. Provide proof when requested.
- Meals to be delivered regardless of weather conditions.
- Delivery Associates are required to call the office every Monday through Friday between 8:30am and 9:00am for that day's route assignment.
- Keep a proper log of mileage and submit each pay period.
- Maintain the cleanliness of the vehicle. Ensure the vehicle is delivered for scheduled maintenance appointments.

- Delivery Associates will use the ServTracker Mobile Meals App and adhere to daily meal delivery protocol.
 - Notify the office immediately if a client is not at home or the meal is not able to be delivered.
 - Report immediately any observed change of condition, or if a client appears to be ill or at risk.
 - Count meals and check for accuracy of meal types before beginning the route.
 - Never leave a meal outside; meals must be handed to a person or put in a working refrigerator.
 - Take and record temperatures on the assigned days.
 - Notify office immediately if a delivery is delayed for any reason and/or requires unusual mileage to complete.

Qualifications:

- Clean driving record.
- Valid CA Driver's license, proof of car insurance and reliable transportation.
- Available to deliver meals in all service areas.
- Available Monday through Friday 10:30am – 4:00 pm.
- A smart phone. Ability to use ServTracker Mobile Meals App.
- Access to email.
- Background check clearance.
- Ability to lift 35 pounds. Physical ability to manage stairs, walk to seniors residences, and enter and exit your vehicle many times in a two-hour period.

Benefits:

Benefits include PTO, cell phone stipend, and holidays.