



Home-Delivered Meals Delivery Driver (Full-Time) Job Posting 2/24/17

REPORTS TO

Program Specialist

POSITION SUMMARY

Under the supervision of the Home-Delivered Meals Supervisor the position is responsible for delivering meals, program related materials and information to senior participants in the HDM program. Assigned delivery routes enable driver to become familiar with client circumstances so that (s)he is able to conduct safety status checks on clients to assure clients' safety and well-being.

JOB RESPONSIBILITIES

- Provide appropriate customer service and communication skills to participants and other internal/external customers. Represent agency in a positive manner during all interactions with participants, participants' family, and other members of the public. Appropriate interpersonal skills required.
- Maintain required confidential participant records pursuant to department, agency, Local, State and Federal requirements.
- Assemble and load meals for assigned routes. Assigned routes may have approximately 50 deliveries daily. Familiarity with assigned routes and participant home locations required. Provide written notation on route sheets of alternate delivery routes or additional and special instructions to other drivers to ensure timely delivery is required.
- Ensure and verify accurate meal count and other program related supplies prior to, during, and at the end of each route.
- Assemble, load, and verify program related supplies for participants (i.e. Foodlink, pet food, holiday and special occasion items) and obtain signature to document participants' receipt as necessary.
- Deliver all meals and program related supplies to participants in a timely, courteous and friendly manner to develop rapport, trust and facilitate interactions. Ensure all extra meals (or dinner meals) are delivered to participants to avoid waste of meals. Assist participants with opening meal boxes and the proper storage of meals as necessary.
- Report any concern or unusual observations related to delivery logistics to the HDM Supervisor. Report non-delivery of meals immediately to office staff for possible welfare check.
- Ensure proper food safety procedures are maintained at all time. Monitor and record temperatures of meals. Report any out of range temperatures immediately to supervisor.
- Collect and return all materials received from participants within the assigned parameters to agency staff.
- Conduct safety checks during each meal delivery by socializing/monitoring participants' safety, risk and well-being. Report any concern or unusual observations to the Social Services Manager, HDM Supervisor or office staff. Follow agency policy and procedures for handling emergency if participant is identified as needing emergency assistance, including calling 9-1-1. As a mandated reporter, report any suspicious circumstances or suspected abuse to Adult Protective Services.

- Maintain assigned vehicle(s) according to vehicle fleet procedures. Conduct and record vehicle maintenance inspections and assist in the proper maintenance of assigned vehicle(s).
- Maintain work area (including, but not limited to, table surfaces, storage areas, and floors) at Central Kitchen
- Identify, evaluate, and communicate suggestions to support participant needs and for program enhancement features.
- Participate in scheduled in-services, monthly team meetings and other meetings as requested.
- Assist with the training of new drivers and assisting with intern and volunteer activities at the central kitchen.
- Demonstrate professionalism and work effectively and cordially with others at all times. Demonstrate safe and courteous driving at all times.
- May require proper use and knowledge of body mechanics and safety mechanics. Work may involve bending from the waist, stopping, twisting, and lifting of objects not to exceed 35 pounds (except with the use of appropriate equipment). Compliance with all OSHA (Occupational Safety and Health Act) regulations is required.
- Demonstrate compliance with MoW policies, procedures and standards.
- Perform other tasks and duties as assigned.

POSITION REQUIREMENTS

- High School Diploma or GED required. At least two years' experience in a public or private agency as a delivery driver.
- Knowledge of food safety and sanitation requirement preferred.
- Prior experience working with older adults preferred. Knowledge of the needs and issues related to the elderly preferred.
- Possess strong inter-personal communication, skills and ability to work with program management, staff and volunteers. Ability to work well in a team environment.
- Ability to develop professional, cooperative working relationships with participants, participants' family, other employees and volunteers required.
- Ability to read and understand street maps and use electronic navigation systems.
- Ability to prioritize work tasks and to be flexible when a shift in priorities is necessary.
- Ability to work with diverse language and ethnic populations
- Must have a valid "class C" California Driver's License and an excellent driving record. Must maintain driving record in good standing.

TO APPLY:

Please send letter of interest and resume to Meals on Wheels by ACC, 7375 Park City Drive, Sacramento, CA 95831, ATTN: Kim Chavez, or email to Twaterford@accsv.org. Please visit www.mowsac.org for further information. All applications accepted until position is filled. Meals on Wheels by ACC is an Equal Opportunity Employer