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On-Call Home Delivered Meal and Café Delivery Driver Job Description

REPORTS TO

Program Specialist

POSITION SUMMARY

Under the supervision of the Program Specialist the position is responsible for delivering meals, program related materials and information to Home Delivered Meal senior participants, Congregate Nutrition Cafés and Home Delivered Meal distribution locations in a safe and professional manner. Assigned delivery routes will enable driver to provide excellent customer service and become familiar with assigned locations, logistics and personnel.

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.
- Receive, verify, pack, and load meals and program related supplies (i.e. commodity bags, pet food, outreach materials, holiday and special occasion items) for assigned cafés, meal distribution sites, and home delivered meal participants. Assigned cafe delivery routes may have approximately 5-10 deliveries daily. Assigned home-delivered meal routes may have approximately 50 deliveries daily. Obtain signatures to document meal and supply receipt and delivery as necessary.
- Ensure proper food safety procedures are maintained at all time. Monitor and record temperatures of meals. Report any out of range temperatures immediately to Program Specialist.
- Collect and return all materials, including monetary donations, received from café sites, meal distribution sites and home-delivered meal participants within the assigned parameters to agency staff. Appropriate documentation required for café site monetary donations.
- Maintain required confidential participant records pursuant to department, agency, Local, State and Federal requirements.
- Deliver all meals and program related supplies to meal distribution sites and participants in a professional, timely, courteous and friendly manner to develop rapport, trust and facilitate interactions. Ensure all extra meals are delivered to participants to avoid waste of meals. Assist participants with opening meals boxes and the proper storage of meals as necessary.
- Report any concerns or unusual observations related to delivery logistics and non-delivery of meals and supplies immediately to the Program Specialist. Report non-delivery of meals immediately to office staff for possible welfare check.
- Conduct safety checks during each meal delivery by socializing/monitoring participant's safety, risk and well-being. Report any concern or unusual observations to the Program Specialist, Social Services Manager or office staff. Follow agency policy and procedures for handling emergency if

participant is identified as needing emergency assistance, including calling 911. 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 and repair of assigned vehicle(s).
- Maintain work area (including, but not limited to, table surfaces, storage areas, and floors) at contracted caterer's meal distribution facility.
- Identify, evaluate, and communicate suggestions to support meal distribution site and participant needs and for program enhancement features.
- Participate in scheduled monthly team meetings, in-services, and other meetings as requested.
- Assist with the training of new drivers and assisting with intern and volunteer activities at the contract caterer's meal distribution facility.
- Demonstrate professionalism and work effectively and cordially with others at all times. Demonstrate safe and courteous driving at all times.
- 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.
- Ability to develop professional, cooperative working relationships with Café Service Coordinators, participants, staff, volunteers, and agency partners required.
- Ability to read and understand street maps and use electronic navigation systems.
- Ability to do math calculations for meals counts, supplies, and inventory
- 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 pass a criminal background check and DMV record check. Must have a valid "class C" California Driver's License and maintain a driver record in good standing.
- Knowledge of vehicle operation and maintenance requirements.
- 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 50 pounds (except with the use of appropriate equipment). Compliance with all Occupational Safety and Health Act (OSHA) regulations is required.