



Position Title: Meals on Wheels Kitchen Volunteer

Department: Community Services

Reports To: Supervisor, Meals on Wheels or designate

Program Description:

Meals on Wheels is primarily a nutrition program with therapeutic, preventative and social components. The service involves the safe and efficient delivery of hot and frozen meals to persons who are unable to attend to their own nutritional needs. These clients include the elderly, disabled, chronically ill and/or convalescent. Referrals to other services, safety checks and friendly contacts are desirable components of the program. Meals are delivered by volunteers and when volunteers are not available, staff assistant.

Position Summary:

Under the supervision of the supervisor or designate, the volunteer will assist in the organization of effective delivery of the MOW program in collaboration with other volunteers, staff and stakeholders. This will include working in the kitchen of Sunnybrook Hospital helping to label and pack hot and frozen meals as well as transporting the meals from the kitchen into the cars of the MOW volunteers. The position is available on Tuesdays, Wednesdays, Thursdays and Fridays.

Quality, Health & Safety/Risk Management:

In order to reduce risk to clients, employees, volunteers and the agency, SPRINT Senior Care expects that all employees and volunteers will work within the mandate of their job description, and abide by the policies and procedures of the agency. Each employee is responsible for his/her own safety as well as that of fellow employees.

SPRINT Senior Care expects every employee and volunteer to work and participate in quality improvement efforts. This is an organizational philosophy that seeks to meet clients' needs and exceed their expectations by using a structured process that selectively identifies and improves all aspects of service.

Training:

- Orientation package
- Infection Prevention & Control and Food Handling training provided
- General training provided by the Meals on Wheels Supervisor. Kitchen volunteers always work with at least one Meals on Wheels staff

Service Responsibilities:

- Report to the Sunnybrook Hospital Meals on Wheels office by 9:00 a.m.
- Set up refreshments/snacks

- Assist staff co-ordinator in accurately packing and labelling meals for client delivery in the Sunnybrook kitchen
- Assist driving volunteers with loading their cars
- Be familiar with **emergency procedures**

Time and Commitment:

- 2 hours one day per week
- Volunteers should consider a six month commitment
- There are positions available for the summer months only

Organizational Responsibilities:

- Represents SPRINT Senior Care positively and professionally in the community

Success Measures:

- Feedback from clients and supervisor
- Feedback from the volunteer
- Satisfaction surveys completed by volunteer regarding their experience as a volunteer

Benefits and Challenges:

- Work experience in kitchen environment
- Training
- Developing new friendships
- Helping isolated seniors and feeling direct accomplishment of helping your community
- Some bending and light lifting required

Qualifications:

- Interest in community based social service and/or food services to an older adult population
- Satisfactory Police Records Check
- Ability to demonstrate good judgement and tact

Updated June 2013

