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| Job Title: | **Van Operator** |
| Department: | **Senior Nutrition** |
| Reports to: | **Meals on Wheels Coordinator** |
| Grade: | **SN: Levels I and II** |
| Supervises: | **N/A** |
| FLSA Status: | **Non-Exempt** |
| Prepared by: | **Lisa Robitshek** |
| Date: | **February 11, 2021** |
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| Purpose:  To provide delivery of meals to Meals on Wheels seniors with brief companionship and safety checks, congregate locations, Head Start Classrooms, caterings, etc. with positive client interaction. | |
| Essential Functions:   * Pick up and deliver hot, cold, and frozen meals to home-delivered clients, ensuring special diets are delivered to appropriate clients. Coordinate with meal preparer and/or site manager for the time and number of meals needed daily. Return all equipment used for delivering immediately. * If applicable, deliver bulk meals to specific congregate locations. Serve as liaison with congregate locations, reporting concerns or problems as they arise. * Pack vehicle for ease of delivery, ensuring ice packs and/or heat sources are used to maintain proper temperature. Report any problems with temperatures to the Head Cook immediately. * Monitor meal temperatures for Home Delivered Meals (HDM) route monthly. * Maintain accurate time, mileage, and meal delivery records, and sign daily. Make notes regarding any changes for the next day if applicable, i.e. differences from printed route sheet, no shows, clients who receive extra meals, etc. Turn in Meals on Wheels and congregate paperwork to office. * Visit with home-delivered clients. Provide brief companionship and safety check. Treat clients with respect, listen to them, and be empathetic to their needs. Be encouraging to the meal recipient, opening the meal if necessary. Carry emergency information on all clients each day. Report any changes of client physical or mental health, possible problems, or necessity of referral to other programs to office when necessary. * Collect and account for all donations made by the meal recipients or project income from congregate locations and deliver to the office as needed. * Maintain van, including keeping it clean inside and out, purchasing gas, reporting need to get oil changed (sometimes will need to get the oil changed), and report all scheduled/suspected vehicle maintenance needs. * Be available for delivery on assigned days unless advance arrangements have been made with supervisor. * Attend required trainings. * Perform other duties as required and assigned. | |
| Position Objectives:   * To provide delivery of meals to Meals on Wheels seniors with brief companionship and safety checks, congregate locations, Head Start classrooms, caterings, etc. with positive client interaction. * To ensure compliance with all safety and sanitation requirements. * To monitor vehicle needs and maintenance. | |
| **Measured by:**   * Feedback from clients and staff. * Timeliness in delivery availability and delivery preparation for route delivery. * Timely return of donations, client changes/needs, and meal changes/needs. * Monthly temperature tests meet requirements. | |
| **Minimum Education:**   * A high school diploma or equivalent preferred. | |
| **Minimum Experience:**   * None | |
| **Essential Abilities:**   * A commitment to the NMCAA philosophy and mission. * Ability to maintain confidentiality. * Ability to interact positively with co-workers and clients in a non-judgmental, tactful and courteous manner. * Ability to suggest innovative approaches in completing job responsibilities. * Ability to work openly and cooperatively as a team member. * Ability to perform physical tasks to carry out specific job duties. | |
| **Minimum Skills Required:**   * Collaboration skills. * Client focus and concern for well-being of recipients. * Flexibility and resourcefulness * Composure in emergency situations * Positive verbal and non-verbal communication with clients, families, staff, and volunteers * Valid driver’s license and car insurance * Willingness and ability to commit the time required | |
| **Minimum Physical Expectations:**   * Physical activity that often requires standing, bending, stooping, reaching, and/or twisting to pack meals in vehicle and deliver them to clients. * Physical activity that always requires travel by car. * Physical activity that always requires lifting under 25 lbs. * Physical activity that sometimes requires lifting over 25 lbs. but not more than 50 lbs. | |
| **Minimum Environmental Expectations:**  The Van Operator position is in a kitchen environment, housed with equipment such as an oven, stove, dishwasher, slicer, coffee machine, steamer, mixer, and chef’s knives. The employee is frequently exposed to heat, steam, fire, and noise. The employee is also in a vehicle which always exposes them to traffic dangers. | |