



Meals on Wheels Tasmania (MoWTAS) is a not-for-profit organisation delivering meals to our communities most vulnerable, enabling our clients to be more independent at home and in the community, enhancing their quality of life and/or preventing or delaying their admission to long-term residential care.

MoWTAS started in 1955 with one car and volunteers delivering to a small number of elderly and sick clients in the Hobart area. Now we have branches extending from Smithton in the Northwest to Dover in the South delivering 180,000+ meals a year to over 1500 clients across the State.

We have 700+ volunteers currently involved with Meals on Wheels, whether they deliver the meals, help a driver, eat with clients, or provide admin support. Volunteers are the backbone of the organisation, and we could not provide our service without them.

It's not only clients whose lives are enhanced by Meals on Wheels. People who give time to Meals on Wheels say volunteering has added a new dimension to their lives. The satisfaction of doing something practical yet personal is reward itself.

MoWTAS volunteers play a vital role in:

- Ensuring that nutritional food is provided.
- Providing social contact.
- Peace of mind for families.
- Monitoring the health and wellbeing of its clients.

Position Objective:

The role of the Volunteer Meal Deliverer is designed to provide nutritionally balanced meals to the aged, people with disabilities, and people in need of a meal that will assist in maintaining them in their own homes and to prevent early admission into residential care.

This position reports to:

The Volunteer Meal Deliverer reports to the Branch Coordinator.

Duties:

- Deliver meals to clients in a timely and safe manner.
- If a problem arises, or you notice any changes in a recipient's well-being, report this to your Branch Coordinator.
- Providing social contact for people who may be socially and emotionally isolated.
- Providing feedback for the purpose of monitoring our clients in their homes.
- Maintain contact and build ongoing relationships with the clients to facilitate communication between clients and the MoWTAS service.
- Check the delivery sheets with MoWTAS staff where applicable.
- Distribute and collect client menu sheets as well as other documents from time to time.
- Meet the position's workplace health and safety requirements.
- Follow any other lawful and reasonable direction (within reason) as required by the State Office.

Essential Skills:

- A current Australian driver's license.
- A current police check - MoWTas can help you obtain one)
- Good oral and written communication and customer liaison skills.
- An outgoing friendly personality, a caring attitude, and the ability to relate to people from all walks of life.
- Ability to and understanding of the need to respect and maintain client privacy and confidentiality.
- Ability to work independently with little direct supervision.
- Compassion and understanding of people with diverse values and lifestyles.
- Ability to meet workplace health and safety (WHS) requirements of the position.

Desirable Skills:

- Previous experience working in the community or aged care sectors.
- The ability to make decisions in emergency situations.
- A sound working knowledge of similar community organisations.
- An awareness and appreciation of the nutritional and social issues for clients.

Working Environment:

- The MoWTAS offices, vehicles and work areas are alcohol, drug, and smoke free workplaces.

Role Requirements:

- Communicate clearly and respectfully with staff and volunteers.
- Demonstrate clear and accurate record keeping on the delivery run sheets.
- Effectively liaise with clients and branch coordinators.
- Demonstrate efficient and safe management of equipment.
- Complete the work required in the hours specified by the branch.