

Hastings Family Service

Job Description

Job Title: <u>Meals on Wheels Assistant</u>	Reports to: <u>MOW Coordinator & Director of Programs</u>
<u>Exempt</u> <u>XX</u> Non-exempt	Revision date: <u>3/21/22</u>

Position Summary

The Meals on Wheels Assistant is part of the Meals on Wheels (MOW) team at Hastings Family Service, helping to provide nutritious home delivered meals fostering independence for seniors and disabled individuals in the community. This is a part-time position working 3 days/week approximately 9:00am-2:30pm and the program is run out of Regina Hospital. The position will work closely with the Meals on Wheels team to provide high-quality service to the neighbors we serve as well as the volunteer drivers who make the program possible.

Key Result Areas:

The primary accountabilities for the position include:

1. Essential Daily Job Functions:

- Organize all outgoing food (cold and hot fresh meals or frozen) in preparation for delivery of meals by volunteers with attention to detail.
 - Work closely with Regina kitchen staff to pack cold bags and hot trays following each day's menu while supporting neighbors' dietary requirements or preferences and making adjustments as needed.
 - Maintain on-site health standards.
 - Assure the cold and hot fresh meals or frozen are packed in the proper transport bags for accuracy and efficiency for the volunteer drivers.
- Complete preparation for the following day; labelling and organizing bags, organizing cooks' instruction cards, arranging route books with drivers' instructions, and completing a food tally for the kitchen staff for that specific day's menu.
- Complete all necessary paperwork to do daily billing, assure appropriate volunteer coverage, and any necessary recordkeeping regarding a neighbor's dietary changes, delivery changes or changes of any pertinent information.
- Ensure overall order and cleanliness of work location in both the Meals on Wheels office and in the workspace used in the Regina kitchen.
- Communicate with Regina staff, drivers, MOW Coordinator/staff and HFS via computer, phone and in person.
- Represent Hastings Family Service and Meals on Wheels in the community.

2. Miscellaneous Duties:

- Answer phone calls from volunteers, neighbors we serve, and potential neighbors.
- Deliver meals when needed.
- Follow safety procedures and assist in identifying safety needs for self and others.
- Comply with Hastings Family Service policies and procedures as outlined in the Employee Handbook.
- Other duties as assigned by the Meals on Wheels Coordinator and Director of Programs.
- Willing to work a flexible schedule and cover for teammates when needed.

Education and Experience

- 2 + years customer service or community facing experience preferred.

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- Must have a passion for serving others!
- Self-directed and motivated with strong organizational skills, detail-oriented and problem-solving ability.
- Skills that will engage volunteers, will display thoughtfulness and gratitude, and will go above and beyond for volunteers and neighbors we serve.
- Ability to work respectfully and can demonstrate outstanding customer service skills with a wide array of neighbors, caregivers, volunteers, and Regina staff.
- Excellent written and verbal communication skills.
- Ability to prioritize and manage multiple tasks simultaneously and the flexibility to adjust to changing priorities and workflow.
- Ability to use technology including Microsoft Office 365 (Outlook, Excel, Word)
- Must hold a valid driver's license, show proof of insurance, and clear an employment background check.

Attributes:

- Strong commitment to the mission, diversity, equity, and inclusion.
- An energetic team player who likes to have fun at work and looks for a "yes" to tough situations.
- High level of personal and professional integrity, ethics, and customer service.
- Works with a spirit of positivity, optimism and fun.
- Desire and ability to work with diverse people and organizations.
- Initiative and a commitment to ongoing improvement.
- Ability to exercise good judgement and work with confidential information.
- Warm and welcoming presence and committed to outstanding customer service.
- Strategic thinker with the curiosity and creativity to think outside of the box and discover/implement solutions.
- Ability to work effectively both independently and as a part of the team.

I will have performed my job well when I:

1. **Provide timely, high quality work.**
 - Build and maintain strong relationships with external partners (i.e. businesses, church community, donors, and Metro Meals on Wheels)
 - Deliver on commitments to other staff and neighbors we serve.
2. **Contribute to the team.**
 - Assist other employees, Regina Staff, and volunteers generously.
 - Maintain a positive relationship with kitchen staff.
 - Ensure a welcoming environment to volunteers and other visitors.
 - Acquire and share knowledge and skills that contribute to the organization's effectiveness, engagement, and community impact.
3. **Contribute to the mission.**
4. **Operate according to the values of *Hastings Family Service***

Physical Demands

- Ability to do computer work and sit or stand.
- Required to stand, walk, stoop, bend, lift, carry, and reach overhead.
- Must be able to lift or load 20 lbs. on an occasional basis.

Mission

The people of the *Hastings* area reaching out as *Family* in support and *Service* to one another.

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Values

- We see the person before the situation.
- We partner with those we serve and help them to provide for themselves to the best of their ability.
- We offer help and hope.
- We respect the dignity of each individual and respect their privacy.
- We are good stewards of our resources.
- We believe working together makes our community stronger.

Acknowledgement

This job description is not meant to be all-inclusive. It defines the critical job responsibilities and requirements only, which may change at any time, with or without notice due to agency needs, regulatory requirements or other factors.

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____