



**Position:** MOW Delivery Staff

**Exemption Status:** Non-Exempt

**Job Status:** Part Time (25 hours per week)

**Pay:** \$9.00-\$11.00 per hour

**Department:** Meals on Wheels

**Reports To:** Meals on Wheels Site Coordinator/Supervisor/Operations Director

**Direct Reports:** No Direct Reports

**Location:** Various

### **About the Position**

**Summary:** The Meals on Wheels Delivery Staff is responsible for prepping and delivery of meals for consumers who are 60 years of age and older within Allegheny County. Upon delivery of the meal, this position is responsible for establishing face and face contact with the consumer for health and safety monitoring.

### **Essential Job Duties:**

- Assist MOW site staff as needed with daily program operation, food preparation, packaging meals, kitchen clean-up, preparing lunch bags, storing food supplies, and labeling packages.
- Assists with updating daily participant routes and related record keeping.
- Checks packaged meals and labeled bags against the current route before leaving site.
- Using agency vehicle, delivers meals as assigned according to the route.
- Utilizes specialized computer software via agency issued smart phone to optimize route and to document successful delivery.
- Ensures Meals are delivered directly to the participant for whom they have been ordered or their specified, prearranged delegate. All reasonable attempts at contacting participant for meal delivery must be made including calling them on the phone, knocking loudly at the door and waiting an appropriate amount of time for them to answer.
- Reports immediately the inability to reach a participant, by registering inability to deliver meal on agency issued smart phone and by calling the designated responsible MOW site staff.
- Conducts food temperature checks as requested.
- Communicates daily, in a brief but friendly manner, with each participant, to determine their current condition; reports perceived changes to supervisor.
- Reports participant's request on possible need for additional services to MOW site staff.
- Reports participant requested changes in delivery service to supervisor.
- Distributes self-addressed stamped envelopes to participants for use in sending in donations as scheduled.
- Follows professional and agency standards for client confidentiality.
- Attend appropriate training sessions as required by AC/AAA or LifeSpan.
- Maintain safety and care in operation of agency delivery vehicle.
- Reports any problem with agency vehicle to supervisor immediately.

### **Additional Job Duties:**

- Participates in the implementation of activities in the areas of agency support, to include marketing, fund raising, quality assurance, and promotes agency's mission in the community.



- Complete other duties as assigned to implement LifeSpan's Mission, Vision and other contractual requirements.

**Required Qualifications (Education/ Skills / Experience):**

- Must have a valid PA state driver's license and a clean motor vehicle driving report.
- Ability to climb stairs while carrying meals.
- Ability to lift up to 30 lbs.
- Ability to stand for up to 3 hours while prepping meals.
- Must demonstrate good communication and organizational skills, ability to carry out instructions.
- Possess a friendly, customer service focused attitude.

**Preferred Qualifications (Education / Skills / Experience):**

- High school diploma or equivalent preferred.

**Traits / Characteristics:**

- High ethical integrity
- Communicate clearly, listen intently and exhibit appropriate empathy, emotional stability and concern even under situations of stress or crisis.
- Ability to generate trust and confidence from participants and co-workers and be aware of how personal behavior/attitude impacts the group.

**Technology / Certifications / Other:**

- Ability to operate a smart phone and learn applications needed for tracking meals.
- Pennsylvania State Police background check through the PA Access to Criminal History required, dated within one year prior to the employment start date.
- If applicant has not been a PA resident for two consecutive years, without interruption and immediately preceding the date of application for employment, must obtain an original PA Department of Aging FBI background check AND the PACH background check.
- PA Motor Vehicle Report is required