

Job Description: Homebound Meal Driver

San Fernando Valley Interfaith Council

Reports to: Homebound Coordinator

Department: Nutrition

Revised: March 26, 2014

FLSA Status: Non-Exempt

Summary:

The Homebound Meal Driver delivers the appropriate meals to participants in the Meals to the Homebound program in an efficient, productive, and organized manner. The Meals to the Homebound Program delivers hot, nutritious meals to the Company's senior citizen and disabled clientele who are incapable of being transported to any of the Company's centers or satellite locations.

Essential Duties and Responsibilities:

- Assures meals are provided to the Company's homebound senior citizen and disabled clientele in accordance with Federal and State nutritional and safety regulations, and Company policies and procedures.
- Participates in the unloading and sorting of food delivered to the Centers to assure that all items are accounted for.
- Assures meals and snacks are appetizing and appealing, and prepared according to the menus.
- Maintains and submits personal documentation to assure current licensure and insurance.
- Assures that food is properly loaded into vehicle, utilizing the necessary storage equipment for hot and cold items.
- Personally takes temperature of food items at beginning of shift and throughout delivery period.
- Handles food in accordance with food safety regulations.
- Assures all infection and contamination control procedures are adhered to in the preparation and distribution of food and equipment.
- Informs Homebound Coordinator of any changes in status or eligibility of clients utilizing the Meals to the Homebound Program.
- Informs Homebound Coordinator of a client's potentially dangerous living conditions that may have been witnessed in the course of carrying out duties.
- Collects client donations and submits them to Homebound Coordinator for deposit.
- Maintains vehicle and equipment, to ensure cleanliness and functionality.
- Records and keeps track of meals served and undelivered meals.
- Communicate and engage with clients to create a comfortable and open dialogue about their needs and concerns.
- May perform other duties as assigned or requested.

Non-Essential Duties:

- Participates in company outreach and marketing, educating the senior community about the availability and benefits of the services provided by the company.
- Assists Homebound Coordinator with quarterly ride-along evaluations of Driver performance
- Assists CNS representatives with monthly ride-along evaluations of Meals to the Homebound program.
- Submits time and mileage reports.

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- Complies with expectations as demonstrated in the employee handbook.
- Demonstrates ability to diffuse and respond to customer concerns to avoid escalation of the problem.

Job Qualifications:

Experience / Knowledge:

- High school degree or equivalent required.
- Previous non-profit organization experience preferred.
- Minimum two years working experience in a food production setting preferred
- Basic written skills required.
- Excellent oral communication skills required.
- Positive interpersonal skills required.
- Fluency in verbal and written English required.
- Fluency in verbal and written Spanish preferred.
- Ability to utilize kitchen and meal delivery equipment.
- Familiarity with the neighborhoods served by the program.

Skills / Aptitudes:

- **Dependability:** Fulfills commitments consistently and can be counted on to do what they agree to do.
- **Trustworthy:** Proven, reliable, individual who can be counted on to do what they say they will do.
- **Accountability:** Readily accepts own role in the outcome of a situation whether positive or negative.
- **Adaptability and Flexibility:** Able to change direction as priorities shift and thrive in environments that require the ability to adapt to changing circumstances.
- **Decision Making Effectiveness:** Ability to make decisions that prove to be beneficial (for the individual, teams or organizations) over time.
- **Negotiation:** Ability to confer with others to reach resolution. The ability to explore alternatives and positions to reach outcomes that gain the support and acceptance of all parties.
- **Detail Orientation:** Produces high quality work with few errors by being aware of and paying attention to the many pieces that make up the "Whole" of a task or project.
- **Independence:** Ability to work autonomously and produce effective and efficient results without needing abundant direction from others.
- **Prioritization:** Effectively arranges goals, tasks and projects in order of greatest importance to achieve success.
- **Managing Multiple Priorities:** The ability to rank and accomplish projects and tasks that have similar or identical due dates.
- **Teamwork and Collaboration:** Ability to work effectively with others to achieve common causes.
- **Oral Communication:** Ability to clearly convey messages, ideas and expectations through the effective use of words, body language and voice tone.
- **Conflict Resolution:** The ability to productively find solutions to situations where two or more parties are in disagreement.
- **Motivation of Others:** Ability to inspire others to promote the philosophy, mission, vision, goals and values of San Fernando Valley Interfaith Council.
- **Continuing Education:** Possesses a willingness to learn and apply nutritional and healthcare principles and values in the discernment and decision making process for all nutrition services matters.

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- Lead by Example: Exhibits safe, positive and productive work habits.
- Demonstrates compliance with all company policies and procedures.

License / Qualification:

1. Completion and certification from Safeserv food safety program
2. TB testing
3. A valid driver's license and current automobile insurance is required.
4. Must own or have access to reliable form of transportation
5. Must be able to work regular work hours and, when necessary, nights, weekends and some holidays

Education:

- High school diploma or equivalent.

FSLA Information:

Discretion / Independent Judgment:

As the Homebound Meal Driver, you will be expected to work with the Homebound Coordinator, and other members of the Nutrition Department Staff, to ensure satisfaction. You will have to take initiative and get creative resolving challenges and involve Corporate when previous methods have been unsuccessful.

ADA Information:

Physical Requirements:

- Ability to access the center kitchens and delivery areas throughout the workday.
- The employee must regularly lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Occasionally required to sit in a stationary position.
- Able to tolerate frequent standing on hard and soft surfaces throughout the day.
- Occasionally performs activities that require climbing or balancing, stooping, kneeling, crouching, crawling, and reaching with hands and arms throughout the day.
- Frequently uses hands and fingers to sort food items and to operate delivery equipment.
- Constantly able to communicate verbally and in written form.
- Frequently able to detect and discern both loud and soft sounds such as voices and phone calls.
- Frequently able to use all types of vision, such as close vision, distance vision, color vision, peripheral vision, and depth perception, to complete daily tasks.
- Frequently required to detect unusual odors that could indicate spoilage or environmental issues.

Mental Demands

- Ability to change direction as priorities shift.
- Ability to thrive in environments that require the ability to adapt to changing circumstances.
- Ability to cope with occasionally difficult or temperamental clients and staff.
- Ability to cope with mental and emotional stress related to the position, function independently, having flexibility, consistency and professionalism.

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- Ability to empathize with clients, and recognize potential distress or changes in mental faculties.

Work Conditions:

- Generally in the car, travelling to client's homes.
- Spends a significant amount of time working in a kitchen setting.
- Spends a significant amount of time in client's homes.
- Works with and around elderly and disabled people.
- Will be using food preparation and delivery equipment.
- While performing the duties of this job, the employee is occasionally exposed to heat/cold.

Environmental Conditions

- The noise level in the work environment is usually moderate, but can be exceedingly loud.
- The kitchen area can be subject to higher temperatures, due to use of cooking equipment, including stoves and ovens.
- The client's homes are unpredictable environments occasionally offer difficult or even dangerous conditions.

Note: This job description is intended to describe the general nature and work responsibilities of the position. It is not possible or desirable to commit every detailed aspect of each job to a written description. This job description and the duties of this position are subject to change, modification and addition as deemed necessary by the company. Job descriptions alone cannot be used as an argument to refuse work assignments. Employees are required to comply with supervisory instructions and perform other job duties, responsibilities and assignments required by company officials. This job description does not constitute an employment contract between the company and any employee. The job responsibilities of this position may include cross-training in other functions to ensure satisfactory operation.

I have read the above job description, understand its contents and have had an opportunity to discuss with my supervisor or the hiring manager. By signing below I agree I understand what is expected of me and can comply with all requirements of this position.

Incumbent Signature

Date