|  |  |
| --- | --- |
|  | Human Resources Policies and Procedures |

POSITION DESCRIPTION: DEPOT STAFF

|  |  |
| --- | --- |
| SECTION ONE: POSITION TITLE, REPORTING AND STATUS | |
| Position Title: Depot Staff/ Driver | |
| Reports to: Client Services Manager | Location: City of London |
| Job Status: Part-Time | Hours of Work: 5-20 hours a week  (Varies with scheduling. At least a week scheduling notice) |
| Effective Date: July 2024 | Date Revised: |

|  |
| --- |
| SECTION TWO: POSITION SUMMARY |

The Depot Staff part of the role is responsible for heating meal entrees, assemble both reheated and cold items and ensure that each volunteer driver receives the correct meal order (including breakfast bags) for their route. The Depot Staff ensures that the depot is maintained according to applicable legislation, regulations, health standards and the guidelines of Meals on Wheels London.

The Driver part of their roles is responsible for taking clients to and from scheduled appointments and assist with meal deliveries

This role will be scheduled as needed by MOWL and does require flexibility. We will work with the chosen candidate to ensure best way for communication related to scheduling.

|  |
| --- |
| SECTION THREE: DUTIES AND RESPONSIBILITIES |

The key responsibilities of the Depot Staff comprise the following:

## 3.1 Resource to the Client Services Manager

(i) report to the Client Services Manager on any applicable trends that could impact the functioning of the depots of Meals on Wheels London; and

(ii) prepare any background or program information as required by the Client Services Manager.

## 3.2 Compliance with Legislation, Regulations, Contractual Obligations and Organizational Policies and Procedures

(i) ensure compliance with applicable legislation, regulations and health standards pertaining to the depot functions of Meals on Wheels London;

(ii) ensure compliance with the policies and procedures of the organization

## 3.3 Risk Management

(i) inform the Client Services Manager of situations that could create potential risk and liabilities for Meals on Wheels London; and

(ii) implement a risk management plan of the organization, as required.

## 3.4 Depot Planning and Priorities

(i) determine in collaboration with the Client Services Manager the annual priorities for the depots within the context of the strategic plan approved by the Board of Directors.

## 3.5 Depot Responsibilities

(i) verify the accuracy of the route sheets and daily order sheet by contacting the office daily and confirming the meal orders with Client Services at Head Office;

(ii) reheat and package meals, in accordance with the procedure for reheating meals, for the designated pick-up times;

(iii) ensure that each volunteer driver receives and leaves depot with the correct number of meals and breakfast bags for their route;

(iv) ensure and maintain open lines of communication between the volunteer drivers and staff of the organization;

(v) maintain a clean and orderly depot, as required by procedures and checklists including regular cleaning of the equipment, ensuring an adequate stock of supplies, and sanitizing thermometers used in temperature audits;

(vi) unpack frozen meals once they are delivered to the Head Office on a weekly basis and organize by route and store in freezers;

(vii) remain at depot until all meals have left the facility; and

(viii) offer support and appreciation to volunteers.

## 3.6 Client Service, Transportation and Other Duties

(i) complete administrative activities prior to the scheduled pick-up time of the first client and/or meal deliveries;

(ii) obtain the vehicle schedule for the day, upon arrival;

(iii) complete a walk around of the vehicle upon arrival, ensure tire pressure is appropriate, check fluid levels; confirm all lights and signals are working;

(iv) ensure the vehicle is cleared of snow and ice and is ready to receive clients and/or use for the day;

(v) ensure the vehicle is clean, washed and vacuumed on a regular basis;

(vi) responsible for filling the vehicle with gasoline;

(vii) ensure the cell phone is in good operating condition;

(viii) map out daily vehicle route;

(ix) pick up clients in a timely manner for appointments/outings and return them home;

(x) ensure each client has a seatbelt on at all times while riding in the vehicle;

(xi) assist clients entering and exiting the vehicle;

(xii) when requested, take vehicle for regularly scheduled oil and maintenance work; and

(xiii) complete Mileage Log and Expense Record on a daily basis.

(xiv) make other deliveries or material distribution as required

## 3.7 Information Protocols and System

(i) ensure appropriate protocols are followed to ensure that personal information of clients, caregivers, staff and volunteers is protected and safeguarded according to applicable privacy legislation and regulations; and

(ii) provide oversight on the overall quality and accuracy of any applicable data collection in relation to the operations of the Depot.

## 3.9 Health and Safety

(i) take initiative, when required, to identify and address any health and safety issues; and

(ii) advise the Client Services Manager of any health and safety issues that require a broader organizational response.

## 3.10 Communications

(i) maintain regular communications with the Volunteer Staff and report any changes or concerns related to volunteers; and

(ii) implement Crisis Communications Plan, as directed by the Client Services Manager; and

(iii) attend staff and Depot Staff meetings, as required.

## 3.11 Community Relations Management

(i) build partnerships with any applicable community partners; and

(ii) act as an ambassador for Meals on Wheels London to foster a positive reputation and protect the integrity of the organization.

## 3.12 Representation of the Organization

(i) represent Meals on Wheels London in external meetings as assigned by the Client Services Manager.

## 3.13 Professional Development

(i) participate in a performance evaluation process conducted by the Client Services Manager and follow up on any stated actions and/or goals; and

(ii) attend professional development opportunities recommended by the Client Services Manager to enhance overall performance.

|  |
| --- |
| SECTION FOUR: AUTHORITY |

The Client Services Manager delegates authority to the Depot Staff to:

(i) provide leadership and manage their responsibilities within the established organizational policies, priorities and outcomes;

(ii) coordinate the Depot operations in an effective and efficient manner; and

(iii) interpret and implement the policies and procedures of the organization.

(vi) exercise leadership to deliver timely, effective and safe transportation services to clients; and

(v) utilize the resources of the organization in an effective and efficient manner.

|  |
| --- |
| SECTION FIVE: QUALIFICATIONS |

The **minimum** qualifications for the Depot Staff position are as follows:

## 6.1 Educational Requirements and Certification

(i) secondary school diploma or equivalent

(ii) safe food handling certificate (MOWL will provide for those who don’t already have it)

## 6.2 Effort (Mental/Physical)

(i) some level of physical activity required to unpack frozen meals.

## 6.3 Diversity, Equity and Inclusion

1. Candidates who have experience working with a diverse range of people, and who can contribute to the climate of inclusivity at Meals on Wheels London are encouraged to identify their experiences and potential contributions in their application cover letter.
2. Meals on Wheels London invites applications from all qualified individuals. Meals on Wheels London is committed to employment equity and diversity in the workplace and welcomes application from women, members of racialized groups/visible minorities, Indigenous person, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for applicants with disabilities throughout the recruitment process

|  |
| --- |
| SECTION SEVEN: EMPLOYMENT CONDITIONS |

Specific employment conditions of the Depot Staff include the following:

(i) valid Ontario Driver’s Licence, insurance and reliable transportation; and

(ii) satisfactory Police Reference Check for the Vulnerable