

# MEALS ON WHEELS THOROLD-ST. CATHARINES

## ***Service Description for Team Leader***

- Title:** Team Leader of Volunteers for Meal Services
- Reports to:** Volunteer/Program Coordinator
- Program Objectives:** To Schedule & Guide Volunteers; Supervise meal delivery and Report events to Volunteer/Program Co-ordinator
- Qualifications:** Dependability; Punctuality; Maturity; Strong Organizational and Interpersonal Skills; Positive attitude; Good Leadership Skills; Good Facilitator; Motivational; Ability to Handle Money; Trustworthy; Caring; Friendly; Ability to work as a Team; Interested in Older Adults; Ability to Act Calmly & Appropriately in an Emergency; Valid Drivers License
- Responsibilities:** Scheduling delivery volunteers with a min. 1 week's notice; consider personality matches; Cross-check count of meals with Food Source during packing; Get Route Lists/Serving Bags/Nametags/Car signs (& money pouches on Collection Day) ready for volunteer use; Organization of Volunteer Activities for Meal Depot Delivery; Ensure Special Instructions/New client information or Handouts are given to Volunteers; Ensure Return & Security of MOW Delivery materials/bags/papers/key as applicable to depot; Report any changes; comments; incidents to office by 2 pm; distribute parking tokens to volunteer as required; Collect Monies from volunteers on Collection Day and Count/Record to Tally Sheet & Deposit to Bank SAME DAY; teaching of volunteers where required; Orientation of New Volunteers; clean inside meal bags after delivery with Cleaning Spray; ensure all cupboards/doors locked upon departure
- Orientation:** Initial orientation with Co-ordinator &/or Experienced Team Leader  
Further Training as available
- Time/Place:** As relates to assigned Delivery Depot
- Satisfaction:** Providing vital service to community; making new friends; personal satisfaction from helping seniors and people with disabilities.