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# Volunteer Profile

## Meals on Wheels Volunteer - Weekday

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### What is Meals on Wheels?

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Meals on Wheels provides a hot meal service 7 days a week to vulnerable residents across Elmbridge, helping them to maintain their independence.

But the service isn't just about delivering food. Our visits provide an opportunity for a quick chat with a friendly face, checking on our client's wellbeing and giving reassurance to family or friends that if anything's wrong, we'll let them know.

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### Where is this role based?

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Our Meals on Wheels Volunteers operate out of 5 of our Centres for the Community, located across Elmbridge (in Claygate, Cobham, Molesey, Walton and Weybridge). You can volunteer at whichever Centre is most convenient for you.

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### What does this role involve?

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- Collecting meals from the kitchen and delivering the meals on your designated route.
  - Ensuring Meals on Wheels clients are well when delivering their meal and reporting any concerns on their health and wellbeing back to the Centre Team.
  - You may be required to collect payment from clients who pay by cash or cheque, or deliver or return letters to/from clients.
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### When will I be needed?

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Delivering a Meals on Wheels round usually takes about 2 hours. Pickup of meals from the kitchen starts at 11.30am. We deliver Meals on Wheels every weekday so you can choose to volunteer on whichever days are best for you. Our drivers normally operate on a rota basis with volunteers taking the same day each week or every other week.

Our Molesey Centre also delivers weekend meals on Saturdays and Sundays, so please let our Volunteer Coordinator know what days would be best for you.

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## Who will I report to?

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All Meals on Wheels drivers report to the manager of their chosen Centre, who will arrange your spot on the rota and who will field any concerns or queries that come up when delivering your round.

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## Who would this role be suitable for?

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This role would be ideal for someone who:

- Is outgoing and enjoys meeting people.
  - Is looking for a regular volunteering opportunity.
  - Wants to volunteer during lunchtime or school hours.
  - Would like to make a difference in their local community.
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## Are there any requirements for this role?

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All Meals on Wheels drivers will need a valid driving licence and the use of their own vehicle. Your vehicle will need to have a valid MOT, be insured for delivering Meals on Wheels and have valid Vehicle Excise Duty Tax. All drivers are paid by BACS transfer for miles travelled whilst delivering their Meals on Wheels round.

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## Will I have to do any training?

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Apart from a valid driving licence, the only formal training required is shadowing a current Meals on Wheels driver on their round. This will be arranged as part of your induction.

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## Will I need a DBS check?

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As this role means you will be dealing with vulnerable adults, an enhanced Disclosure and Barring Service (DBS) check will be required. Our Volunteer Coordinator will support you with the necessary forms during your application.

*Aspects of this role that require this level of check are around physically assisting adults in eating and drinking, e.g., plating up and/or cutting up meals, bringing cutlery to them, filling a glass with water/another drink and bringing it to them. All this in the Meals on Wheels service-user's own home. These aspects are in line with the Safeguarding Vulnerable Groups Act 2006 Schedule 4 Part 2 paragraph 7.*

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## **This sounds like the role for me! How do I apply?**

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If you've decided on a role that's right for you, you can contact our Volunteer Coordinator on 01372 474 552 or email [commservices@elmbridge.gov.uk](mailto:commservices@elmbridge.gov.uk).

They will then arrange a meeting with you to discuss what you would like to get out of the role and take you through the application and DBS process.

Please note that for all our volunteers we require two references, either from an employer or a character reference from someone who knows you.