

## Role Profile - Delivery Driver

### Organisation Overview:

Ainsdale Lunch and Leisure is a non-profit organisation dedicated to serving the local community by providing access to nutritious, comforting home-cooked meals, and to activities that support physical and mental wellbeing. Our community cafe and luncheon club serve as vital hubs where individuals can access nutritious food in a welcoming environment. We are committed to fostering a sense of community, dignity, and belonging for all who walk through our doors.

### Objective:

As a Volunteer Meal Delivery Driver, your primary objective is to connect with and support our Luncheon Club service users by delivering freshly prepared meals to their homes. You will play a crucial role in ensuring that our clients receive nutritious meals and maintain a sense of connection with our organisation and to their community.

### Responsibilities:

**Meal Collection:** Collect freshly prepared meals from our kitchen at Ainsdale Lunch and Leisure before embarking on your delivery route.

**Delivery:** Safely and punctually deliver meals to service users' homes, following designated routes and schedules. Provide a friendly and professional demeanour during interactions with recipients, fostering a positive experience for all.

**Container Collection:** Collect any empty containers or dishes from previous meal deliveries during your route. Ensure that these items are returned to the center promptly to be washed and reused for future deliveries.

**Observation and Reporting:** Be attentive to any changes in service users' physical or mental well-being that may indicate cause for concern. Report any observations or incidents to the ALL Office Manager in a timely manner.

**Communication:** Maintain clear and open communication with the ALL Manager and other relevant staff members regarding delivery schedules, client feedback, and any issues encountered during deliveries.

### Skills and Qualifications:

- Hold a Full Driving Licence and have access to or own a safe, roadworthy vehicle for use in the volunteer role. *Proof of MOT Certificate and valid Motor Insurance is required and will be kept on record.*
- Excellent interpersonal skills with the ability to build rapport with service users and communicate effectively.
- Reliable and punctual, with a commitment to fulfilling assigned delivery routes on time.

- Compassionate and observant, with the ability to recognise signs of potential distress or changes in clients' well-being.
- Basic knowledge of handling cash transactions (training will be provided if necessary).

**What We Offer You:**

The opportunity to make a tangible difference in the lives of our service users by providing essential meal deliveries.

Training and support in relevant areas such as assault/abuse awareness, manual handling, slips/trips/falls prevention, fire evacuation procedures, and handling cash transactions.

The chance to use your skills and experience to contribute to our Luncheon Club community.

Subsidised main meal special of the day on the days that you volunteer for us.

**Training:**

Assault/Abuse Awareness: Covered during your Induction.

Slips, Trips, and Falls Prevention: Covered during your Induction.

Fire Evacuation Procedures: Covered during your Induction.

Handling Cash Transactions: Covered during your Induction.

Completion of Expenses Form: Covered during your Induction.

**Time Commitment:**

Volunteer hours will be agreed upon on an individual basis, depending on availability and scheduling requirements.