

VOLUNTEER JOB DESCRIPTION

JOB TITLE: **Operation Reach Out Volunteer (ORO)**

DEPARTMENT: Meals on Wheel

PRIMARY FUNCTION: To provide telephone reassurance calls to Meals on Wheels (MOW) Consumers on Tuesdays and/or Thursdays and all other non-MOW days including inclement weather days.

SUPERVISION RECEIVED: Diakon Meals on Wheels Office Staff

TRAINING: On-Site/with Volunteer

REQUIREMENTS: Excellent reading, writing, grammar, telephone and communication skills

DUTIES:

1. Perform the essential duties of the position in a manner that is consistent with and supports Diakon's focus on creating a culture of gracious service and hospitality.
2. The ORO volunteers call the Meals on Wheels staff or office volunteers (570-624-3010) between 9:00am and 10:00am to receive updates and changes prior to the ORO volunteer starting their calls to the consumers.
3. Call MOW consumers between 10:00 AM and 1:00 PM.
4. After 1:00 PM, **"no answers, concerns and consumer request to hold meals*"**. Call the MOW/ORO office (570-624-3010) by 1:30. If you get voice mail, please leave the following information:

Your name, Client's Name, and report:

"no answers, concerns and consumer request to hold meals*"

5. Provide additional telephone calls to assigned MOW consumers when Meals on Wheels delivery is cancelled due to adverse weather conditions.
6. Update and complete monthly call sheet, noting any changes and return to Meals on Wheels.
7. Maintain confidentiality of all Meals on Wheels consumers.

I understand the duties of the Operation Reach Out Volunteer (ORO) Position.

Volunteer Signature: _____ Date: _____

Coordinator Signature: _____ Date: _____