

Community Connection of Northeast Oregon, Inc.
Position Description
Home Delivered Meals Driver
Salary Range 6 (\$15.83 - \$20.75 per hour)

Position Classification

Salary
Hourly-----X
Overtime Exempt
Overtime Non-Exempt ---X
Safety Sensitive

General Statement of Duties

The Home Delivered Meals Driver will be responsible for delivering hot and frozen meals to homebound seniors and individuals with disabilities, ensuring food safety, timely service, and respectful one-on-one client contact. The HDM Driver will also provide brief wellness checks at the point of delivery, reporting concerns promptly to appropriate program staff, and supporting kitchen meal packaging/preparation activities as needed. Performs related work as required.

Supervision Received

Works under the direct supervision of the Union County Senior Center Operations Manager, and day-to-day oversight from the UCSC Head Cook.

Supervision Exercised

Generally, there are no supervisory responsibilities in this position.

Typical Examples of Work

(Any one position will not usually involve all the duties listed, and many positions will involve duties that are not listed.)

Meal Delivery & Client Contact

1. Deliver hot and frozen meals and related supplies on assigned routes in a safe, timely, and courteous manner.
2. Maintain one-on-one contact with the client at delivery; do not leave meals unattended unless you are specifically authorized by program procedures.
3. Conduct brief wellness checks during delivery (e.g., observe basic well-being and environmental safety concerns) and provide friendly social contact to reduce isolation.

Safety, Wellness Checks & Reporting

4. Immediately notify HDM program staff when a client does not answer the door, refuses delivery, appears unwell, or if there are safety concerns.
5. Accurately document missed deliveries, client concerns, and follow-up needs according to program protocol.
6. Report incidents/accidents, near misses, injuries, property damage, or confrontations with clients/household members promptly and complete required documentation.

Kitchen/Meal Prep Support (As Needed)

7. Assist kitchen staff with meal service preparation activities such as plating, boxing, wrapping, labeling, assembling meal components, and staging coolers/bags for route loading.
8. Follow food safety, sanitation, and temperature-control practices to protect meal quality and

participant health.

9. Help maintain cleanliness in meal packing areas (e.g., wipe-downs, basic organization, proper handling of carriers and supplies).

Food Safety & Temperature Control

10. Transport meals in a manner that maintains safe temperatures and prevents contamination (use of insulated carriers, coolers, and safe handling practices).
11. Verify counts and correct items prior to departure (hot meals, frozen meals, special items, and supplies) and reconcile discrepancies with program/kitchen staff.

Route Logistics & Recordkeeping

12. Plan and follow efficient delivery routes; adapt appropriately to construction, weather, and participant needs while maintaining delivery time standards.
13. Maintain accurate route documentation (e.g., delivery logs, mileage, notes, meal counts, and other required program records).
14. Submit required paperwork (e.g., mileage logs) and all donations (cash/check) in a timely manner.

Vehicle Operation, Inspection & Maintenance

15. Operate a personal vehicle safely and professionally while conducting agency business.
16. Keep delivery equipment clean and orderly (meal bags, carriers, carts) and return carriers/carts to designated locations after routes.

Professional Standards & Compliance

17. Represent the agency in a professional manner in speech, conduct, and appearance when interacting with participants, families, partners, and the public.
18. Maintain confidentiality of participant information in accordance with agency policy and applicable standards.
19. Report any traffic citations, accidents, or changes in license/insurance status to HR and the supervisor within required timelines per agency policy.
20. Perform other duties as assigned by the Union County Senior Center Operations Manager and/or Head Cook.

Required Education, Experience, & Skills

Education

- High School diploma or GED preferred (or any satisfactory combination of experience, training, and/or education that ensures the ability to perform the work).

Licensing/Driving Requirements (Required):

- Current and valid Oregon Driver's License.
- Clean driving record consistent with agency insurance requirements.
- **Reliable personal vehicle suitable for meal delivery routes.**
- Proof of current auto insurance and current vehicle registration (must maintain throughout employment).

Screening Requirements (Required):

- Must pass a criminal history background check.
- Must pass a pre-employment drug screen (and any additional testing required by policy)

following incidents/accidents).

Working Conditions/Physical Demands

- Work is performed in kitchens/meal packing areas and, in the community, while delivering to participant homes.
- Regular exposure to varying environmental conditions including hot and cold temperatures, wet/icy conditions, and uneven surfaces/steps.
- Frequent standing, walking, bending, reaching, and carrying during meal packing/loading and delivery.
- Must be able to lift and move up to 50 lbs. (bulk meal containers, carriers/coolers, and supplies) and safely load/unload items from a vehicle.
- Requires ability to drive for extended periods and enter/exit vehicle repeatedly during routes.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge:

the body of information you have that can be applied in helping you to do the job

- ~ Knowledge of safe food handling practices, basic sanitation standards, and temperature control requirements related to meal delivery.
- ~ Knowledge of delivery route logistics, basic vehicle safety practices, and accident prevention.
- ~ Knowledge of appropriate professional boundaries, confidentiality expectations, and respectful interaction with older adults, individuals with disabilities, and vulnerable populations.
- ~ Working knowledge of agency procedures related to home delivered meals, wellness checks, documentation, and reporting requirements.

Skills:

the quantifiable and measured handling of things, data or people, either verbally, manually, or mentally to accomplish an objective

- ~ Strong customer service and interpersonal communication skills, with the ability to engage respectfully and compassionately with clients, families, staff, and the public.
- ~ Effective verbal and written communication skills, including the ability to accurately follow written and oral instructions and relay information clearly.
- ~ Organizational and time-management skills sufficient to manage assigned routes, meal counts, documentation, and schedules efficiently.
- ~ Navigation and logistical skills, including the effective use of maps, written directions, or GPS systems.
- ~ Basic recordkeeping and documentation skills, including delivery logs, mileage tracking, and incident reporting.

Abilities:

the capacity to perform or to express a given skill

- ~ Ability to work independently, exercise sound judgment, and adapt to routine changes, delays, or unforeseen circumstances.
- ~ Demonstrate the ability to apply required knowledge and skills to ensure safe, timely, and accurate meal delivery.

- ~ Demonstrate the ability to maintain one-on-one client contact, conduct brief wellness checks, and appropriately recognize and report concerns.
 - ~ Demonstrate the ability to work effectively in a fast-paced environment while maintaining accuracy, safety, and professionalism.
 - ~ Demonstrate reliability, punctuality, and accountability in attendance and route completion.
 - ~ Demonstrate the ability to work pleasantly and cooperatively with clients, kitchen staff, supervisors, volunteers, and community partners.
 - ~ Demonstrate a genuine commitment to service and a respectful approach to supporting the dignity, independence, and well-being of program participants.
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Community Connection is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

If you need assistance or an accommodation due to a disability, you may contact us at jobs@ccno.org or you may call us at 1-541-963-3186.
