



**Whatcom
Council on Aging**



Job Description

Position Title: Dining Room Helper - Volunteer

Work Schedule: 10:45am - 1:15pm

Objective: To assist the Meals on Wheels and More Program foodservice staff by setting up the dining room, helping participants (when necessary), and clearing the dining room after the meal is served.

Duties and Responsibilities:

- Sign in at Greeter station using “MySeniorCenter” before shift and enter projected volunteer hours.
- Sign in for lunch if you plan to take one.
- Wash hands in the kitchen sink and use a paper towel to turn off the water.
- Wear gloves.
- Set-up Tables (or a staff member can put the tables in place if they are too heavy)
- Place tablecloths on tables and sanitize. (Kitchen staff can provide a fresh bucket of sanitizer and they can show you where to find clean cloth towels.)
 - Let air dry.
 - Place lazy-susan, plant, salt and pepper, sugar packets, cups, and water pitcher on tables.
 - Place table tents promoting programs/events if applicable.
- Serve Coffee and Tea to Guests.
- Fill and replenish water pitchers, coffee, and tea as needed.
- Help guests to their seats as needed.
- Pick up trays from diners after they are seated and bring trays to bussing station.
- Buss dishes/cups throughout lunch period as guests leave or if they are finished with their meal.
- As guests leave, sanitize tablecloth near vacated seat/s to make room for other diners.
- Help train new volunteers.

- Make guests and volunteers feel welcome and at-home by creating a warm welcoming environment.
- Have understanding of and adhere to Meals on Wheels and More/BSAC policies for the following:
 - Food safety
 - Nondiscrimination
 - Participant eligibility
 - Participant confidentiality
 - Collection of donations
 - Dining room operations
 - Code of Conduct
- Participate in volunteer meetings and trainings.
- Bring concerns about participants' or other volunteers' behavior, health or cognitive function to the attention of the Volunteer Coordinator.

Relationships:

- Reports directly to and communicates scheduling with the Volunteer Coordinator.
- Works with the Meals on Wheels and More foodservice staff to assure smooth functioning of the meal service.

Qualifications:

- Ability to follow directions.
- Ability to stand on feet for up to 1 hour and move easily and safely through the dining room.
- Ability to make participants feel comfortable and welcome.
- Must have or obtain knowledge of safe food handling techniques.
- Sense of humor

Scheduling

- If unable to work scheduled shift for any reason please notify the Volunteer Coordinator as far in advance as possible.
- If you are able to find a replacement to work your shift, please let the Volunteer Coordinator know who will be taking your place.

- Sickness: We serve a vulnerable population of seniors, so we ask that if you are sick please do not volunteer and do not come to the Center. (Let the volunteer coordinator know as soon as possible).

Qualifications:

- Friendly to the members/guests to make them feel welcome and comfortable.
- Organized and able to multitask while being a good customer service representative.
- Able to follow direction and get along with volunteers and staff.
- Ability to stand on feet for up to 2hrs and move easily and safely through dining room.
- Ability to lift and carry 10lbs.

Education and Experience:

- On-the-job training will be provided.
- Experience working with the public is helpful.
- Customer Service experience is helpful.
- Dining Room experience is helpful but not necessary.

Relationships:

- Reports to Volunteer Coordinator for scheduling and general concerns
- Reports to WCOA Lead Cook