



Volunteer Position: Dining Site Volunteer

Revised: December 2023

General Responsibilities:

Coordinates with the Community Nutrition Program Manager and the Central Kitchen to provide meals to participants at senior dining sites. Serves food and establishes positive relationships with program participants.

Essential Volunteer Functions:

(Reasonable accommodation will be provided, if necessary, for individuals with disabilities who can perform the essential job functions.)

- Helps prepare the site for delivery of food from the Central Kitchen.
- Sets up food stations, greets participants, and provides a welcoming environment.
- Ability to collect participant information and assist with National Aging Program Information Systems (NAPIS) registration forms.
- May be asked to ensure appropriate food temperatures and presentation standards during meal service.
- Follows procedures for proper handling of food, equipment, and donations.
- Maintain, complete, and return paperwork in a timely manner.
- Follow cleanliness guidelines throughout the meal service. Cleans the eating, serving, and cooking areas at the end of each day.
- Attends Nutrition meetings when scheduled.
- Examples of job functions listed do not include tasks which may be found in this position. Duties and responsibilities may be added, deleted, or modified at any time.

Knowledge, Skills, and Abilities:

- Commitment to the organization's mission and goals.
- Ability to maintain confidential information regarding all aspects of participant, volunteer, and agency information.
- Ability to work independently and as part of a team.
- Ability to communicate effectively and establish good relationships with staff, participants, volunteers, and vendors.
- Ability to represent the Agency in a professional manner.
- Must be able to adjust priorities to meet deadlines in a timely manner.
- Ability to meet department standards regarding job knowledge, participant focus, initiative, productivity, communication, teamwork, and attendance.

5303 S. Cedar Street, Suite 1, Lansing, MI 48911-3800
Telephone 517.887.1440 • Toll Free 1.800.405.9141
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Working Conditions:

- The work environment is similar to a food service setting. Safe work practices regarding kitchen equipment, avoiding trips/falls, food safety, and fire regulations are required.
- Physical mobility is required for sitting, walking, standing, bending, and lifting/holding/carrying objects of up to 40 pounds.
- Must be able to communicate effectively with participants, other volunteers, and vendors in person and over the telephone.
- Sensory requirements include exposure to various temperatures, noise levels, and lighting.
- Mental requirements include the ability to handle varying levels of stress.

Health Insurance Portability and Accountability Act (HIPAA):

All volunteers who have access to protected health information or personally identifiable information, are required by the HIPAA Privacy and Security Rule to receive training so that they have an understanding and knowledge of the Privacy and Security Rule that corresponds to their duties. Training on the requirements of the HIPAA Privacy and Security Rule and the policies and procedures is a prerequisite for this position. Employees and volunteers who violate the requirements of the HIPAA Privacy and Security Rule will be subject to discipline up to and including losing volunteer privileges.

Reports to:

Community Nutrition Program Manager

Volunteer Location:

Varies throughout Clinton, Eaton, and Ingham Counties

Base Work Schedule:

Varies depending on location; 10:00 am – 6:00 PM EST.

Volunteer Signature

Date

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