

ROLE PROFILE



Role Profile					
Job Title	Community Meals Driver	Job No. (Office Use)	D449	Grade (Office Use)	Grade B
Department	Community Services		Division	Adult Social Care	
Section	Modernisation (Adult Social Care)		Team	Access to Care	
Reports to (Job Title)	Community Meals Service Manager		Competency Job Type (Office Use)	Customer Facing Worker	
Suitable for Job Share (Y/N)	Yes		If No state reason		
Location	Various		Shift Pattern	May be required to work on weekends and bank holidays	
CRB check required	Enhanced				

Job Purpose	To deliver community meals to clients on a daily basis and deliver the meals direct service fortnightly, helping the service users to maintain their independence through the provision of safe nutritious meals. Post holder will have contact with kitchen staff, other drivers, clients and vulnerable adults.
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Decision Making	The job involves working from instructions, but making minor decisions involving the use of initiative such as reporting wellbeing concerns over service users to management. Problems are referred to a supervisor / manager. Little close supervision is necessary beyond that provided by working arrangements and methods.
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Accountabilities	<ul style="list-style-type: none"> • Collection of pre-packed meals from kitchen • Deliver meals to clients and luncheon clubs within a set area • Take an interest in the client's welfare and report any problems or concerns to line manager or supervisor • Collect payments for meals, issue receipts and balance payments • Deliver cash to base and complete associated paperwork • Required to conform with instructions set out in the "Working Practices and Procedures" booklet issued to drivers • Undertake other duties appropriate to the grade of the post
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Demands	<p>The role is of normally limited physical demand but with periodic requirements for lifting and carrying trays of meals when loading/unloading the vehicle.</p> <p>Required to be alert when driving and under some work related pressure when meeting deadlines for deliveries at lunchtime.</p> <p>The job involves contact with people, which through their circumstances or behaviour occasionally place emotional demands on the post holder.</p>
Working Conditions	<p>Required to deliver meals to clients in all weathers and may have some exposure to people-related behaviour in the form of verbal abuse from angry or upset clients.</p>
Experience, Knowledge and Qualifications	<p>Essential</p> <ul style="list-style-type: none"> • Full, clean driving licence • Experience of cash handling and simple bookwork • Knowledge of the local area • Experience in the care/needs of older people either from professional or personal contact
Skills and Technical Competencies	<ul style="list-style-type: none"> • Literacy, numeracy and cash handling skills to undertake straightforward arithmetic calculations when collecting meal payments from clients, issuing receipts and balancing payments • Driving skills to collect meals from the kitchen and deliver them to clients, luncheon clubs etc. • Communication skills to exchange information politely and tactfully and encourage clients to eat meals while still hot • Listening skills to understand and follow instructions and procedures • Team-working skills while working with colleagues to deliver service to end users • Time Management Skills to ensure that meals are delivered punctually
Corporate Standards	<ul style="list-style-type: none"> • Act at all times in accordance with appropriate legislation and regulations, codes of practice, the provisions of the Council's constitution and its' policies and procedures. • Work within the requirements of the Councils' Health and Safety policy, performance standards, safe systems of work and procedures. • Undertake all duties with due regard to the corporate equalities policy and relevant legislation.