

JOB DESCRIPTION

1. POST DETAILS

Business Centre:	Community Development
Post Title:	Community Services Driver (Meals at Home)
Division:	Community Services
Section:	Community Meals/Transport
Working Hours:	15 Hours per week (10:00am – 14:00pm Sat and Sun) (10.30am – 14.00pm Mon and Tues)
Grade:	4
Work Base:	Chertsey Depot
Prepared / Agreed by:	Andy Pickering
Date:	August 2017

2. ORGANISATIONAL RELATIONSHIPS

Reports to:	Community Meals/Transport Supervisor
Deputising Responsibility:	Senior Meals at Home Operator
Directly Supervises:	N/A
Indirectly Supervises:	N/A

3. RESPONSIBILITIES FOR RESOURCES

- Accountable for the security and safekeeping of meal delivery vehicle worth approx. £15,000.
- Collection, reconciliation and banking of council monies from Community Transport and Community Meals customers.

4. JOB PURPOSE / OBJECTIVES

- To deliver meals to clients in a safe and friendly way.
- To monitor the wellbeing of clients and report concerns.
- To provide an outlet for client communication.
- To provide driving and passenger assistant support to the Community Transport service.
- To drive at all times in a safe and responsible manner.

5. MAIN DUTIES OF THE POST

FREQUENCY

Delivery:

- To deliver meals to clients within the appropriate time window. Daily
- To check the temperature of meals at pre-determined times. Daily
- To report any deviation/concerns regarding temperatures immediately. Daily
- To be able to undertake each of the four delivery rounds. As required
- To wear identification at all times that can be presented to clients and others upon request. Daily

Customer Care:

- To provide a caring and courteous service. Daily
- To establish a rapport based on empathy. Daily
- To be open to two way communication with both client and supervisor. Daily
- To carry out customer questionnaires as appropriate. Quarterly
- To immediately report any “no replies” to the Supervisor. Daily
- To complete welfare checks and report any concerns with individual clients to Supervisor. Weekly

Vehicle:

- To provide licence details and changes to Supervisor. Six monthly
- To treat vehicles with respect, and keep both interiors & exteriors clean & tidy. Daily
- To carry out basic checks. Daily
- To report problems/damage & fill in appropriate paperwork. As & when
- To drive in a courteous and responsible manner at all times. Daily

Additional:

- To ensure clients receive regular advice regarding Food Safety. Monthly
- To collect payment from clients issuing the appropriate receipt. As required
- To pick and pack meals for the next day, ready for loading into Community Meals vehicles. Weekly
- To be aware of all Runnymede procedures & follow them at all times. Daily
- To be prepared to undertake training as appropriate. Ongoing
- To assist in the provision of an Emergency Rest centre, in the event of a Civil Emergency. As & when
- To prepare tea packs for deliveries on weekends to Community Meals customers. Weekly

Other Services:

- To assist in the delivery of internal Runnymede Borough Council post to remote sites across the Borough. Daily
- To assist with the updating of community noticeboards across the Borough if required. As & when
- To provide driving or passenger assistant support to the Community Transport service if required. As & when
- To be available to provide additional cover on Saturday's and. As & when

Sunday's each month

General

The above is a record of the main duties and responsibilities of this post at a given date. As necessary, following consultation, duties may change from time to time to meet the requirements of the service. Any such changes will be incorporated in a revised Job Description and, where appropriate, result in a re-evaluation of the grade of the post.

PERSON SPECIFICATION

Post Name: Community Services Operator (Meals at Home)

Post Number: E1188

Completed By: Andy Pickering

Date: August 2017

A ✓ should be shown against each criterion to indicate whether it will be assessed from the Application Form (A.F) or at Interview (INT).

Essential	How Assessed?		Desirable	How Assessed?	
	A.F	INT		A.F	INT
Education & Training			First Aid	✓	
			Manual Handling	✓	
			Food Handling Certificate	✓	
Experience & Knowledge			Experience of working with older people	✓	✓
Experience of dealing with people in a working environment	✓	✓	Experience of working in a team	✓	✓
			Familiar with the Runnymede area		✓
			Experience of driving vans/minibuses		✓
Personal Qualities/Personality					
Empathy towards peoples' needs		✓			
Able to work on own initiative		✓			
Reliable		✓			
Positive		✓			
Flexible		✓			
Sense of humour		✓			
Skills					
Ability to undertake basic administration tasks	✓				
Clear verbal communication	✓	✓			
Literate	✓				
Numerate		✓			

Essential	How Assessed?		Desirable	How Assessed?	
	A.F	INT		A.F	INT
Career Objectives					
Prepared to undertake further training which may involve being available for a whole day		✓			
Special Requirements					
To be available to work occasionally on bank holidays and weekends		✓	Clean Driving Licence		✓
Full Driving Licence	✓		D1 Driving licence category		✓
Able to cope with several flights of stairs and get in and out of a vehicle frequently within a short space of time		✓			
Aged 21 or over (an insurance requirement)	✓	✓			

