

<b>Title</b> Relief Meals Operative	<b>Department</b> Adult Social Care, Health & Public Protection	<b>Post Ref.</b>
<b>Job Purpose</b> To undertake the ‘pick and pack’ operation and the delivery of Meals At Home, including a “safe & well check for customers of the service. The meals service is a seven day per week operation.		
<b>Key Responsibilities</b>  1. To collect, including ‘pick and pack’ operations and deliver meals to individual customers and lunch clubs on a route assigned by the Team Leader (Distribution). This must be done in a specified time frame to meet the requirements of Food Safety Legislation. 2. To make a daily “Safe & Well” check on all customers, observing and reporting small changes in behaviour and welfare and following a prescribed course of action to deal with any emergency situation which may occur. 3. Ensure that any hot meal is accessible to the customer and that any necessary steps have been taken to enable them to consume the meal. Report or refer any details of any customer problems or changes in meal requirements to the appropriate staff. 4. To observe and report any vehicle defects to the Team Leader (Distribution) in order to keep the vehicles in a good state of road worthiness. 5. Ensure the vehicles provided are operated in accordance with the Notes of Guidance (Vehicle Operation) at all times. 6. Cleaning of the premises, vehicles and any associated equipment on a regular basis or as requested by the Team Leaders (Distribution). 7. To observe and report any unusual activity while travelling around the community. 8. To undertake any additional journeys as directed by the Team Leaders (Distribution).	<b>Key Accountabilities</b>  1. To monitor meal temperatures and ensure meals are delivered at temperatures which meet Food Hygiene Regulations. 2. To drive the delivery vehicles within the law at all times including the observation of speed limits and according to any adverse road conditions. (Vehicles are tracked at all times for safety reasons). 3. Maintain customer confidentiality at all times.	

9. To undertake all safety checks as required and record appropriately. 10. To record and return any waste meals. 11. To be responsible for locking and unlocking of the distribution facility, as per designated weekend rota 12. To contact the Team Leader (Distribution) in the event of any emergency. 13. To carry out all duties and responsibilities with a can do attitude	
<b>The post holder will perform any duty or task that is appropriate for the role described</b>	

### ***Person Specification***

Must be over 21 and hold a full clean driving licence.

#### ***Education and Knowledge***

1. Competency and accuracy in written work
2. Competency and accuracy in numerical work.
3. Knowledge of Basic Food Hygiene, Health and Safety policies and procedures.

#### ***Experience***

11. 2 years driving experience and be able to demonstrate a good level of confidence to drive in all adverse weather conditions.
12. Experience in customer care including the need for confidentiality.

#### ***Personal skills and general competencies***

4. Puts into practice the Council's commitment to excellent customer care.
5. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
6. Works well with colleagues but also able to work on their own initiative.
7. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration.
8. Ability to observe small changes in individual customers.
9. Ability to contribute to Risk Assessments and plans of work.
10. Flexible and adaptable to meet service need.

#### ***Role Dimensions***

13. To deliver meals to members and groups of the community, this includes operating as a lone worker.
14. This post does not manage staff.
15. To distribute leaflets and marketing material as requested by the Team Leader (Distribution).
16. To assist the customer to complete a choice menu or a customer satisfaction survey as required.

*Please attach a structure chart*

Date 19/10/2018

Tier 7 - Frontline Roles