

Grading

Job Description and Employee Specification

<u>Job title:</u> Driver (Meals on Wheels)	<u>Service area:</u> Economy & Environment
<u>Post number:</u>	<u>Division:</u> Place
<u>Grade:</u> 2	<u>Section/team:</u> Operational Transport
<u>Overall purpose of job:</u> To drive the meals on wheels vehicle and deliver meals on planned routes to service users in their own homes within set times.	
Post holders will be expected to be flexible in undertaking the duties and responsibilities attached to their post and may be asked to perform other duties, which reasonably correspond to the general character of the post and are commensurate with its level of responsibility.	
<u>Main responsibilities:</u> 1. Collect the vehicle from designated location and carry out routine vehicle checks. At the end of the working shift the vehicle must be returned to its designated parking location, secured and the keys returned to their overnight place. Leave the vehicle with adequate fuel and in a clean condition. 2. Each route has planned departure times and delivery numbers to which staff should adhere. 3. Check with meals on wheels office for any changes to service and any messages. 4. Report any accidents or incidents, which occur, on the vehicle route to the meals on wheels office staff and /or transport office at the earliest opportunity. 5. All accidents and incidents to be recorded in the Incident book by the transport Office who will initiate any appropriate action to be taken. 6. Any unsold meals must be returned to the kitchens and disposed of according to standing instructions at the centre. Re-Sale of any spare meals is prohibited to persons who are not on the approved lists. 7. All staff handling cash will be subject to the Council's standing financial instructions and procedures. All monies collected must be paid in at the designated location. Staff should obtain receipts for all moneys paid in. 8. Staff will complete monthly timesheets.	
<u>Knowledge, skill and experience:</u> • Minimum two years general driving experience • Current driving licence • Patient, caring and diplomatic • Good communication and interpersonal skills • Ability to relate to service users at their level	

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- Literate & numerate
- Customer care skills
- Ability to work with clients in a caring and supportive manner, respecting people as individuals with needs and rights
- Able to meet physical demands of post e.g. walking with meals from car to clients' home, loading meals.
- Ability to respond flexibly to situations within guidelines

Creativity and innovation:

Breakdown of vehicles, clients not in or found injured, driver may have to inform emergency services.

Contacts and relationships:

- Vulnerable clients in their own homes on a daily basis.
- Carers and family at service users' homes – occasionally.
- Community Meals Office – collecting any messages and changes on routes.
- Fleet Management – collecting vehicles, reporting faults.
- Transport Office – problems, which arise.
- Chargehand Adults – day to day and management issues

Decision making:

- Decisions in respect of client's health and well-being.
- Decisions on whether to contact emergency services.
- Routine decisions concerning vehicle operation within established guidelines.

Responsibility for resources:

- Vehicles – vehicle checks.
- Ensuring service users meals are delivered on time.
- Ensuring service users property is safe and secure after delivery of meals.
- Responsible for approximately £80 per day of cash collected for meals.

WORK ENVIRONMENT

Work demands:

Must work to tight deadlines to get meals delivered in the allocated time.

Physical demands:

Walking to and from client's homes with meals, this may involve going up and downstairs.

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Working conditions:

- Exposed to all weather conditions, having to drive in adverse weather conditions. Some service user homes may be in a dirty condition.
- May encounter service user pets.
- May have to use lifts in high rise flats.

Work context:

- Possible exposure to unhygienic conditions.
- Risk of hepatitis and infection.
- Barrier creams and gloves provided.

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Position in organisation:

Indicate how many staff the post is directly accountable for:

Are posts in more than one location? Yes ☐ No ☐

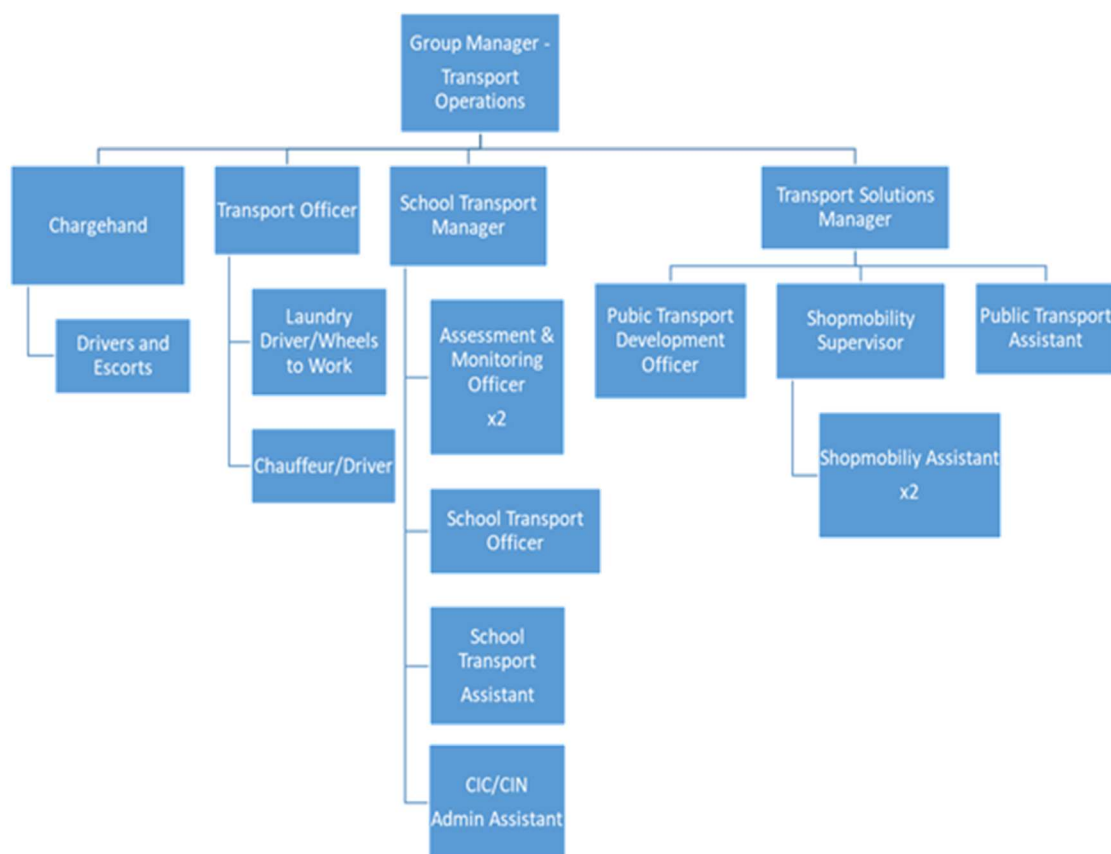
Is this at the same site? Are the posts managed highly mobile?

Is the supervision/management shared with another post in the structure?

Yes ☐ No ☐

Please indicate which post(s)

You must provide an organisation chart that shows where the job sits within the structure. This should be a simple diagram but with enough detail to put the job into context, i.e. the post holder may manage different groups of staff undertaking different tasks. The chart must show the job in question, the job to which it reports, those jobs which report alongside it and subordinate posts.



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Job Description Version Control	
Date evaluated	
Date updated	
Updated by (manager name)	
Checked by (HR name)	

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ESSENTIAL CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
- Minimum two years general driving experience - Good communication and interpersonal skills - Ability to relate to service users at their level - Literate and numerate - Ability to respond flexibly to situations within guidelines	
Knowledge, Skills and Experience	Interview
Education, Training and Qualifications	Application form (follow up at interview)
- Current driving licence - Basic written English and numeracy	
Working Arrangements	Interview
- Flexible between different Meals on Wheels routes in North Lincolnshire. - May require alternate starting and finishing times.	

DESIRABLE CRITERIA	ASSESSED THROUGH:
Knowledge, Skills and Experience	Application form (follow up at interview)
Worked with people with special needs or older people	
Knowledge, Skills and Experience	Interview
Education, Training and Qualifications	Application form (follow up at interview)
- Basic food hygiene - First Aid	
Working Arrangements	Interview

THE POST IS SUBJECT TO:	
Disclosure of convictions under the Rehabilitation of Offenders (Exemption) Act 1974	
Yes ☒	No ☐
Political restriction	
Yes ☐	No ☒
The ability to speak fluent English under the Immigration Act 2016	
Yes ☒	No ☐

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• Version Control	
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