

Job Description - Wellbeing Checks with Meals Customer Facing Driver

1. JOB DETAILS:	Job Title: Customer Facing Driver
	Place of work: Southampton/South Wiltshire
	Working Hours: Casual Contract, flexible hours across 7 days a week
	Remuneration: £12.00 per hour

2. JOB PURPOSE:

To work across the Wellbeing Checks with Meals team providing a range of services for older people on behalf of Age UK Southampton and Age UK Wiltshire.

The Wellbeing Checks with Meals team are responsible for processing customer orders, delivering heated meals to customer homes and engaging with older customers who may have age related health conditions.

The role of the customer facing driver is to plan, process and deliver heated meals to older customers living in their own homes in the community. This needs to be undertaken in an efficient and timely manner, with empathy, understanding and communication with our customers to ensure the service reflects the values of Age UK Southampton and Age UK Wiltshire. The driver will also be responsible for data and information capture, processing and application to enable effective teamwork and communication.

3. MAIN DUTIES AND RESPONSIBILITIES:

3.1 Customer Facing Driver

- Customer planning
 - Customer identification and prioritization
 - Customer service issues
- Meal collection and route planning
 - Food hygiene and handling techniques
- Customer meal delivery
 - Considerate, efficient and safe driving
 - Customer communication
 - Engagement with customers

- Customer awareness
- Meal preparation and presentation
- Allergy and dietary awareness
- Food temperature testing
- Information capture and recording
- Equipment maintenance
 - Vehicle maintenance, safety and cleanliness
- IT and Administration
 - Customer data collection and transfer
 - Data capture and recording
- Lone working
 - Self-awareness
 - Personal safety
 - Risk assessment and mitigation

3) General responsibilities:

- Contribute to the wider aims and objectives of the team and organisation
- Take part in Age UK Southampton and Age UK Wiltshire events and activities as agreed.
- To attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction.
- To attend staff meetings, training courses and other meetings as required.
- To comply with Age UK Southampton and Age UK Wiltshire policies with particular regard to Equal Opportunities, Health and Safety and Confidentiality.
- To be committed to Age UK Southampton and Age UK Wiltshire policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to a Senior Manager and that safeguarding is embedded in all decisions and actions.
- To show flexibility and a willingness to cover for other staff.
- To provide support to the offices, staff and volunteers of the charity as required.
- To carry out any other duties as may be reasonably required from time to time.

This post is subject to the Rehabilitation of Offenders Act 1974. As such, applicants are only required to disclose **unspent convictions**. Spent convictions, cautions, reprimands, and warnings do not need to be declared.

Meals+ Driver role – Person Specification

	CRITERIA	ESSENTIAL	DESIRABLE
EXPERIENCE	Experience of working with older vulnerable individuals	✓	
	Experience of working with and supporting volunteers		✓
	Knowledge and experience of social care and self funded care		✓
	Experience of volunteering or working for a charity or voluntary agency		✓
SKILLS AND KNOWLEDGE	Understanding of issues affecting older people, particularly vulnerable and socially isolated and abilities to communicate in a sensitive way		✓
	Understanding of manual handling and food handling techniques	✓	
	Excellent interpersonal and team skills	✓	
	Excellent communication skills, verbal and written	✓	
	Ability to work flexibly on own or as part of a team to meet deadlines and operational priorities, quickly, accurately and when under pressure.	✓	
	Ability to work in a person centred way to identify and address the needs of individuals.		✓

	Able to analyse problems quickly, use own initiative and develop solutions.	✓	
	Commitment to working as a positive and constructive team player.	✓	
	Understanding of Confidentiality and able to be discreet at all times.	✓	
	Calm approach to handling the problems and priorities of other people and the organisation.		✓
	Understanding of Safeguarding policy and practice.		✓
	Disclosure and Barring Service (DBS) check relevant to this role.	✓	
	Have a full UK drivers licence, maximum 6 penalty points and no prior driving ban.	✓	