

HILS COMMUNITY TEAM MEMBER

PART 1: JOB DESCRIPTION

Job Title:	Community Team Member
Location:	St Albans; AL3 5BU, Hemel Hempstead; HP2 4EU, Ware; SG12 0EF and Letchworth; SG6 1HB
Salary:	£8.75 per hour for weekdays; £9.25 per hour for weekends.
Hours of Work:	Contracted and zero hours positions.
Responsible to:	Team Leader – Independent Living Operations
Responsible for:	No direct line management responsibility.
Contacts:	Internal and external customers; clients; Team Leader - Independent Living Operations; Support Teams.
Role Summary:	
The primary function is to deliver hot community meals to vulnerable, disabled, and elderly clients across Hertfordshire.	
Principle Responsibilities	
<ul style="list-style-type: none">• To undertake the delivery of meals to customers in accordance with laid down Company Delivery Procedures.• Carefully read round sheet before leaving site checking for new clients and ensuring that sheet is in correct order to deliver.• Deal with customers in a friendly, helpful and courteous manner and to maintain customer confidentiality at all times.• To cover rounds/deliver to lunch clubs as requested by your line manager• To report immediately any customer 'no replies' to the Support Team. The 'No reply' procedure should be followed as instructed.• To monitor the wellbeing of customers and report to Support Team any noticeable deterioration in the health and wellbeing of our customers.• To collect cheque payments from customers as required and deliver to Support Team.• To complete all Company procedures and controls as in Induction pack and driver booklet.• To record on the delivery round sheet all relevant information in respect of the customer, including cancellations, changes in circumstances or access details, meal	

preferences and dietary requirements and ensure that this is reported to the Support Team.

- To ensure that daily round sheet is kept up dated with all information regularly.
- To be responsible for safe keeping of customer information, delivery round sheet, mobile phone, customer fobs, all delivery box contents, any cheques collected and for the daily return of any cheques collected.
- To complete the daily vehicle check list, including recording start and end journey mileage and recording of meal temperatures.
- To adhere to the Highway Code at all times, ensuring that vehicles are driven in a safe manner, with due care and respect for other road users.
- To assist on a delivery round as an escort if required.
- To ensure that the vehicle is in a safe and roadworthy condition before driving.
- To ensure that weekly vehicle checks are carried out for tyres, water & oil.
- To report immediately to your Team Leader any accident that either you or the vehicle that you have been driving has been involved in. An accident report form must be completed which will be found in the glove box.
- To report any motoring/speeding offences affecting your driving licence and any other convictions received that may affect your position within the company.
- To undertake such cleaning duties as detailed on the cleaning schedules, including responsibility for cleanliness of the vehicle.
- To participate in staff meetings to review the service and assess any needs for change.
- To participate in staff meetings
- To attend any training as required
- To ensure that you conduct yourself in accordance with your responsibilities under the Health and Safety at Work act 1974
- To ensure compliance with the Food Safety Act 1995 and any subsequent amendments and all other relevant Food Hygiene legislation and guidelines.

Important note:

This is not a complete statement of all duties and responsibilities of this post. The jobholder may be required to carry out other duties as directed by the TLILO and other members of the Leadership Team, the responsibility level of which should not exceed those outlined above.

PART 2: PERSON SPECIFICATION

Qualifications & Job Requirements:

Essential:

- Full UK driving licence
- Ability to understand written and oral English
- Satisfactory DBS check
- The right to work in the UK

Desirable:

- Food hygiene certificate
- Clean driving licence
- Basic first aid
- Flexibility to work weekends and provide cover as required

Skills, Knowledge, and Experience:

Desirable:

- Experienced in working with the elderly and vulnerable people
- Ability to complete paperwork accurately

Personal Qualities:

Essential:

- Able to communicate with customers effectively
- Able to demonstrate empathy
- A team player
- Reliable
- Ability to work on own initiative
- Ability to work under pressure and to tight deadlines
- Flexibility to work additional days to provide cover as required

Desirable:

- Knowledge of delivery area
- Ability to plan routes, read maps, and use a Sat Nav
- Basic understanding of vehicle maintenance

PART 3: VALUES, BEHAVIOURS AND EQUAL OPPORTUNITIES

HILS' Values and Behaviour Statement:

Our values are fundamental to the way our organisation works and underline our expectations of all of us. Our values are based around the most important parts of our business: **Caring** for our clients; working for Hertfordshire's **communities**; being **cost-efficient**; working **conscientiously**; **communicating** effectively and developing **creative** new services. Our clients have high expectations of our services, and as such, we expect everyone who works for HILS to share and act on our values.

HILS' Equal Opportunities Statement:

We do not discriminate against staff on the basis of their gender, sexual orientation, marital or civil partner status, gender reassignment, race, colour, nationality, ethnic or national origin, religion or belief, disability or age (protected characteristics). The principle of non-discrimination and equality of opportunity applies equally to the treatment of former staff, visitors, clients, customers and suppliers by members of our current workforce.