

LILS COMMUNITY TEAM MEMBER

PART 1: JOB DESCRIPTION

Job Title:	Community Team Member
Location:	Camden, NW1 7HE and surrounding areas.
Salary:	£9.75 per hour
Hours of Work:	<p>We are currently recruiting for team members to work from 11am until 2pm on various contracts from minimum two days out of seven to maximum five days out of seven, on a rota basis to include weekends.</p> <p>Candidate must be able to work unexpected overtime, to enable the role to be completed (such as in traffic delays)</p>
Contract:	Fixed term contract until 20 th September 2018
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; Leadership Team; Head of Business Development; Support Teams.
Role Summary:	
The primary function is to deliver hot meals to vulnerable clients in their own homes, showing concern to their welfare, whilst ensuring clients receive excellent customer service.	
Principle Responsibilities	
<ul style="list-style-type: none">• Ensure routes are most effectively managed by checking round sheets before leaving site, paying particular attention to whether there are new clients added to the round for that particular day.• Interact with our clients in a friendly, helpful and courteous manner, ensuring that you treat them with respect and care.• To report any client 'no replies' to the Support Team immediately by telephone and ensure the company 'no reply' procedure is followed as instructed.• To monitor the wellbeing of clients and report to Support Team any noticeable deterioration in the health and wellbeing of any clients.• To record on the delivery round sheet all relevant information in respect of the client, 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 sheets containing confidential client data are kept secure at all times.	

- To complete the daily vehicle check list, including recording start and end journey mileage and recording of meal temperatures.
- To collect cheque payments from clients as required and deliver to Support Team, to be dealt with.
- To be responsible for safe keeping of client information, delivery round sheet, mobile phone, client fobs, all delivery box contents, any cheques collected and for the daily return of any cheques collected.
- To cover other delivery rounds/deliver to lunch clubs as requested by your Team leader.
- 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, if required.
- 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, and the kitchen area.
- To support with picking and packing of meals as required.
- To participate in staff meetings as required
- 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.
- Ensure legal compliance in all areas of work, with a specific focus on safeguarding, workplace health and safety, lone working, and data protection.

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 Team Leader- Independent Living Operations 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
- Able to use a moped, with appropriate CBT training (if required) and licence.

Skills, Knowledge, and Experience:**Essential:**

- Excellent communication skills, both written and verbal.
- Ability to complete paperwork accurately

Desirable:

- Experienced in working with the elderly and vulnerable people

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 (Camden and Haringey)
- Ability to plan routes, read maps, and use a Sat Nav

PART 3: VALUES, BEHAVIOURS AND EQUAL OPPORTUNITIES

LILS' 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 London'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 LILS to share and act on our values.

LILS' 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.