



Role Profile

Job Title: Community Meals Chef/Driver	Role Profile Number: SO00051
Grade: J	Date Prepared: 6/4/17
Directorate/Group: Communities & Housing	Reporting to: Team Leader
Structure Chart attached:	No

Job Purpose

- This is a customer facing role for the Community Meals service, in which the chef will prepare hot meals and deliver them to vulnerable and elderly adults living in the local community.
- They will be required to provide an efficient, professional and empathetic service for the Community Meals service.

Key Accountabilities

- Independent management of a preparing hot meals
- Independent management of a pre-planned daily route plan for Community Meals customers
- Understanding of customer data sets and Information Governance
- Efficient time management of the daily route to deliver service within fixed timelines
- Good communication skills, empathy and understanding of vulnerable and elderly adults
- Basic understanding of food hygiene guidelines
- Data and information capture regarding service levels and food hygiene standards
- Responsibility for the safe use of SBC transport
- Compliance with all SBC policies and procedures

Supplementary Accountabilities

- Basic understanding of the care and welfare of elderly and vulnerable adults
- Flexible approach to working to fulfil team and customer dynamics
- Independent thinking and decision making in a lone working environment

Knowledge & Experience

Preferable knowledge and experience in the following areas of business:

- Customer facing role
- Logistics of a delivery operation
- Working with elderly and vulnerable adults
- Food hygiene and handling

Qualifications

- Clear DBS for working in this environment
- UK Driving Licence (Class B, standard car)

Decision Making

- Management of daily route plan
- Customer facing decision making
- Informal “Duty of Care” reporting
- Delivery logistics

Creativity and Innovation

- Customer management where the service user may be unpredictable or confused.

Contacts and Relationships

- External customer facing with elderly and vulnerable adults
- Internal customers with team colleagues
- Possible indirect contact with Care & Social Services

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name:
Date:	