Job Title: Community Meals Chef**/**Driver	Role Profile Number: SO00051
Grade: J Salary:	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

Values and Behaviours

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

Connected: We put Swindon and its people at the heart of everything we do.
We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people,"?

Resilient: We are forward thinking and work smart

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

Brave: We respect and work together with our colleagues and customers to achieve success We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

<u>Other Key Features of the role</u>

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

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