

Meal Delivery Driver

Line Manager:	Service Coordinator
Based at:	The Bradbury Centre, 16-18 Kingston Road, PO1 5RZ
Contract Type:	Permanent
Salary:	£9.50 an hour plus mileage
Hours:	17.5 hours per week, any 5 in 7 days including bank holidays, 11:00 – 14:30

Special Conditions:

DBS disclosure at enhanced level is required prior to any offer of employment; this post is exempt from the Rehabilitation of Offenders Act 1974.

Age UK Portsmouth (AUKP) is an independent charity which provides high quality and accessible services for adults and elderly people living in the City of Portsmouth. The charity generates funds through specific service provision contracts, charitable grants, donations, sales of age-relevant insurance, mobility support products, legacies and via statutory bodies.

Purpose of job:

Our Meal Delivery Drivers are responsible for delivering hot meals to vulnerable, disabled, and elderly clients across the wider Portsmouth area. We are looking for our drivers to be reliable team players, who are caring and able to communicate easily with vulnerable clients. You will be required to check the welfare of each service user upon the delivery of each meal ensuring they are safe and free from any harm within their home environment.

Main Duties and Responsibilities

- To deliver standard/specialist hot meals and optional tea-time packs to users of the Age UK Portsmouth Meals on Wheels service in a timely manner between the hours of 11:30 – 14:00
- To hold a full driving license, appropriate business vehicle insurance, and possess knowledge and understanding of the Highway Code and Road Traffic act. A copy of your insurance certificate with business use will be required, with annual updates.
- Use of your own vehicle, suitable for the purpose of the job role.
- To complete daily hygiene and safety checks on the vehicle in use
- To deliver the correct food to each user at the required temperature logging this information where required
- To check the user's welfare and wellbeing upon each delivery ensuring they are safe and free from harm in their home environment escalated concerns where necessary
- To identify whether there are other needs that people could be helped with - these could be in relation to care of home, feeling isolated, or home maintenance.
- To encourage users to drink with their meal and encourage hydration
- To undertake small tasks such as ensuring the user has clean eating equipment (plate, knife fork etc.) depending on the users' needs
- To always carry AUKP provided identification
- Report back to The Bradbury Centre after the last meal is delivered, return equipment and assist in the centre as instructed
- To recognise that many of the users may be housebound, and that the meal delivery is a social contact. The Meal Delivery Driver shall therefore be polite and friendly
- To access the properties of those users that have little-to-no mobility using key safes and other agreed methods ensuring a meal is delivered

- To escalate any non-delivery of meals to the Age UK Portsmouth office for whatever reason. These can include but are not limited to the user being in a poor condition, not appearing to be at the premises or should the user refuse to accept the delivery
- To share any potential safeguarding issues or other general concerns to the Service Coordinator
- To collect cash and cheque payments as required, always issuing receipts
- Adhere to all safe food handling procedures, allergen guidance, food safety legislation including the Food Safety Act and be compliant with all Age UK Portsmouth processes and procedures

General Requirements

- Maintain the highest levels of professionalism in handling confidential data, information and disclosure from individuals, organisations, and services.
- Work with volunteers where required
- Produce accurate feedback from user's when given
- Support data collection by recording interactions on jobsheets/timesheets
- Raise awareness for the charity
- Undertake any other duties as required by the Line Manager and/or CEO.
- Attend staff meetings and join working parties as appropriate
- Promote all AUKP services throughout statutory, voluntary, and other sector partners.
- Promote the welfare and safety of vulnerable adults and respond to disclosures or observations of abuse in line with AUKP's Safeguarding Policy.
- To comply fully with obligations under the General Data Protection Regulation, in respect of all processing of personal data including obtaining written consent from a data subject to process their details.
- AUKP operates a No Smoking policy, and all staff are required to comply.
- This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

Person Specification

Principal Attributes: Essential for the post

- Food Safety Level 2 Certificate
- Experienced in handling food
- The ability to communicate and organise effectively
- Experience high volume food delivery
- Experience of working with older people
- The ability and commitment to provide a high-quality service
- Own transport and clean driving licence with business cover
- Local area knowledge
- Calm and always understanding manner
- Numeracy skills, to collect fees and prepare receipts
- Be able to work under own initiative
- Responsible, flexible, and conscientious attitude to work
- Literacy, to keep accurate records of work carried out/materials used
- Empathy with older persons
- Be able to problem solve and make decisions whilst remaining calm under pressure
- Excellent customer service skills whilst being a positive representative of Age UK Portsmouth
- Approachable and available to vulnerable people, actively asking for and considering others' views and opinions
- The ability to recognise an individual's need
- Commitment to the values and ethos of Age UK Portsmouth

- Excellent time management skills

Other Duties:

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of you. Therefore, the list of duties in this job profile should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Portsmouth reserves the right to update your job profile to reflect changes in, or to, your post.

Diversity

Age UK Portsmouth believes that everyone has the right to be treated equally and that diversity of groups and individuals should be embraced, valued, and respected. Age UK Portsmouth is committed to eliminating any form of discrimination be it direct, indirect, harassment or victimisation; to support this, Age UK Portsmouth has several policies that you should ensure you are familiar with and compliant to. All policies are available on the Charity's share drive. Any breaches may lead to termination of employment.

Health, Safety and Environment

You are responsible for ensuring that workplace responsibilities within the department are carried out with full regard to, and in support of, Age UK Portsmouth's Health and Safety and Environment Policies.

Data Protection

You will be responsible for ensuring that workplace responsibilities are carried out in compliance with the requirements of the General Data Protection Regulation and the Data Protection Act 2018, especially concerning confidentiality, treatment of personal information and records management.

Disclosure & Barring Service formerly the Criminal Records Bureau

All Age UK Portsmouth staff are required to hold Disclosure Service certification from the Disclosure & Barring Service formerly the Criminal Records Bureau (CRB). New members of staff will be required to submit an application to achieve Disclosure Service certification as part of Age UK Portsmouth's staff recruitment process.

Further information about the Disclosure Service is available from the DBS website at: <https://www.gov.uk/disclosure-barring-service-check/overview>.

Equal Opportunities

AUKP believes in the value and dignity of all people of all ages, and it is expected that all employees and volunteers will actively encourage and include such an ethos in all their work.

PERSON SPECIFICATION

Responsibility	Personal criteria Experience, skill, ability or knowledge required	Criteria	
		E	D
Knowledge and qualifications	<ul style="list-style-type: none"> • Food Safety Level 2 Certificate • Own transport and clean driving licence with business cover • Local area knowledge 	X	
Skills	<ul style="list-style-type: none"> • The ability to communicate and organise effectively • The ability and commitment to provide a high-quality service • Numeracy skills, to collect fees and prepare receipts • Literacy, to keep accurate records of work carried out/materials used • Be able to problem solve and make decisions whilst remaining calm under pressure • Excellent customer service skills whilst being a positive representative of Age UK Portsmouth • The ability to recognise an individual's need • Excellent time management skills 	X	
Experience	<ul style="list-style-type: none"> • Experienced in handling food • Experience high volume food delivery • Experience of working with older people 	X	X
Personal attributes	<ul style="list-style-type: none"> • Calm and always understanding manner • Be able to work under own initiative • Responsible, flexible, and conscientious attitude to work • Empathy with older people • Approachable and available to vulnerable people, actively asking for and considering others' views and opinions • Commitment to the values and ethos of Age UK Portsmouth 	X	
Criteria: E – Essential D-Desirable Evidenced through: Application, CV, documentary evidence, interview, task and references			