

HILS Shift Leader- Meals Service

PART 1: JOB DESCRIPTION

Job Title:	Shift Leader- Meals on Wheels
Location:	St Albans - AL3 5BJ
Salary:	£13.60 per hour
Hours of Work:	Saturday & Sunday 08:00 until 15:30 (15 hrs per week)
Responsible to:	St Albans Team Leader
Responsible for:	No direct line management responsibility. Will provide leadership for the team whilst completing the role but will not be held responsible for recruitment or performance management.
Contacts:	Internal and external customers and stakeholders; clients; St Albans Team Leader; Support Team members; Community Team members; Senior Team members; Support Services and IT.

Role Summary:

The primary function is to provide support to ensure the smooth running of HILS' meals services. This will mainly be meals on wheels but will also include support of the 'emergency food and grocery pack' scheme. The successful post-holder will be expected to offer excellent customer service to internal and external parties, ensuring clients' safety and wellbeing is priority.

Principle Responsibilities

Ensure the continued operation of the site in the absence of the team leader by effectively deputising for them including but not exclusively:

- Opening up/ Closing up of the site
- Filling rotas following unpredicted staff sickness / unauthorised absence
- Allocation of drivers to rounds
- Allocation of drivers to cars
- Allocation of meals to rounds (if rounds are split)
- Ensuring the No Reply procedure is implemented and followed through to the final stages
- Complete a written / emailed daily handover for the Team Leader at the end of each day
- Deal with all enquiries efficiently and effectively, escalating if appropriate
- Cover rounds as and when required
- Send out new menus to clients and process menus on the SMARTT client data base when required, changing meals as required
- Send out annual client questionnaires and assist with their uploading
- Manage day to day issues but refer people issues upwards to the Senior Leadership Team
- Action any requests for information from members of the Leadership Team

- Ensure rotas are completed following any unpredicted sickness and unauthorised absences and ensure that the site has adequate support and community team people to operate effectively
- Communicate quickly any potential issues that may affect daily operations to the Site's Team Leader, Meals Service Manager or any member of the Senior Team
- Liaise with adult care services and relatives/next of kin of vulnerable elderly people with due care and consideration, when needed
- Ensure that issues are reported and recorded
- Report any safeguarding issues
- Action compliments and complaints as and when required
- Ensure referrals and client data is updated on the SMARTT system regularly by the Support Team
- Ensure financial processes are followed, including enter cheque payments received from clients onto the SMARTT system and following HILS banking process; administer the direct debit system; take card payments over the phone and process.
- Ensure other operations such as Lunch Club operate effectively in the Team leader's absence
- To adhere to HILS's 'clear desk' policy
- To participate in weekend staff meetings and huddles
- 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 Team Leader 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 provide cover as required

Skills, Knowledge, and Experience:

Essential:

- Good office experience
- Good communication skills, both written and verbal
- Good I.T. skills
- Good telephone manner

Desirable:

- Experienced in working with the elderly
- Good IT skills with knowledge of Word and Excel, and ability to learn a new computer system

Personal Qualities:**Essential:**

- Able to communicate with customers effectively
- Able to demonstrate empathy
- A team player
- Reliable
- Flexible and adaptable
- Ability to work on own initiative
- Ability to work under pressure and to tight deadlines

Desirable:

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

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: we are **caring** and **compassionate**; we act with **integrity**; and we go **above and beyond**.

Our clients have high expectations of our services, and as such, we expect everyone who works for Health & Independent Living Support (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.

