

## Field Supervisor – Meals on Wheels

### PART 1: JOB DESCRIPTION

<b>Job Title:</b>	Field Supervisor – Meals on Wheels
<b>Location:</b>	This role is based at HILS' site in Itchen Abbas, but covers all HILS' Hampshire sites and the candidate will be expected to travel to all locations as and when required. HILS' Hampshire sites are Itchen Abbas, SO21 1BQ; Fareham, PO14 1TH; New Milton, BH25 5QU; Andover, SP10 3RU; and other sites based in Hampshire. A company vehicle is usually provided for travel between sites, otherwise mileage will be paid.
<b>Salary:</b>	£12.60 per hour
<b>Hours of Work:</b>	<p>The successful candidate will be required to work 08:00 till 16:00, inclusive of a 30-minute break. This role will involve weekend working.</p> <p>This contract will be up to 5 days over 7, but we will also consider part-time work – please state if you are looking for part-time work during the recruitment process.</p>
<b>Type of contract:</b>	Permanent
<b>Responsible to:</b>	Shift Lead (Ford)
<b>Responsible for:</b>	Will provide ad hoc field support for colleagues whilst conducting the role, but will not be responsible for recruitment or performance management.
<b>Contacts:</b>	Internal and external customers, clients, next of kin, other Community Team and Support Team members, Stock Controller, Shift Lead, Team Leader, Senior Team members, Support Services.
<b>Role Summary:</b>	
<p>Health and Independent Living Support (HILS) is a growing charitable social enterprise, providing services to clients in Hampshire, Hertfordshire, and West Sussex to enable them to live independently in their own homes.</p> <p>The primary functions of the Field Supervisor role are to:</p> <ul style="list-style-type: none"> <li>• Transport and load meals</li> <li>• Deliver meals</li> <li>• Provide ad hoc field support for the colleagues</li> <li>• Maintain customer records</li> <li>• Ensure customer service and client safety</li> </ul>	

- Follow basic fleet management and maintenance procedures.

## Principal Responsibilities

### ***Transporting and loading meals***

- To transport meals between HILS Hampshire sites.
- To ensure meals are loaded into freezers and ovens before the rounds begin in line with information given on the round sheet.
- To record any changes or concerns at the point of loading.
- To notify the other HILS team members and line manager if there are changes to the meals at point of loading.

### ***Meal delivery***

- To undertake the safe and timely delivery of meals to customers in accordance with HILS' delivery procedures.
- To, on a daily basis, carefully read your delivery round sheet before leaving site to check for new clients and ensure that the sheet is in correct order to deliver. The Support Team (administrative team) will help organise the round on the software system.
- To cover other delivery rounds/deliver to lunch clubs as requested by your line manager.
- To collect cheque payments from customers as required and deliver these to the Support Team.
- To complete all HILS procedures and controls as detailed in your induction and HILS' procedure manuals, including meal temperature checks.
- To deal with ad hoc situations in the field, for example helping another driver who has a flat tyre.

### ***Customer records***

- To carefully record on the delivery round sheet all relevant information in respect of the customer, including cancellations, changes in circumstances, access details, meal preferences and dietary requirements, and report these to the Support Team.
- To ensure that the daily round sheet / software system is kept up dated with any changes in customer requirements or new information, with the help of the Support Team.
- To be responsible for the safe keeping of all customer information, delivery round sheets, HILS mobile phone, customer fobs and keys (which must be replaced carefully in key safes), all HILS delivery box contents, and the daily return of any cheques/cash and menus or letters collected.

### ***Customer service and client safety***

- To deal with customers in a friendly, helpful, caring, and courteous manner and to maintain customer confidentiality at all times.
- To report immediately any customer 'no replies' to the Support Team (administrative team). The 'No reply' procedure should be followed as instructed.
- To monitor the wellbeing of customers and report to the Support Team any noticeable deterioration in the health and wellbeing of our customers.

- To respond to customer emergencies in a calm and caring way, whilst calling emergency services and your line manager/ Support Team and provide support for the customer whilst awaiting services/assistance.

### ***Fleet management and maintenance***

- To manage the fleet of vehicles operating at a HILS satellite site, at the direction of your line manager, and with the support of the Support Services team:
  - To ensure that the vehicles are in a safe and roadworthy condition before driving by undertaking and recording fleet checks.
  - To oversee the completion of the daily vehicle check list of each vehicle, including recording start and end journey mileage and recording of meal temperatures.
  - To ensure that weekly vehicle checks are carried out for tyres, water & oil, as instructed by your line manager.
  - To undertake such cleaning duties as detailed on the cleaning schedules, including responsibility for cleanliness of the vehicles.
  - To report immediately to your Team Leader any vehicle incident. An incident report form must be completed as soon as it is safe to do so, which will be found in the glove box.
  - To adhere personally 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 report any motoring/speeding offences affecting your driving licence and any other convictions received that may affect your position within the company, as soon as you are made aware of them.

### ***Team meetings and training***

- To participate in staff meetings to review the service and assess any need for changes.
- To participate in team update sessions, such as team meetings.
- To attend all relevant training and refresher 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 1990, the Food Safety (General Food Hygiene) Regulations 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 your line manager 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 and communicate clearly in written and spoken English
- Satisfactory enhanced 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:

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

#### Desirable:

- Experience in working with the older, disabled, or vulnerable people

### Personal Qualities:

#### Essential:

- Able to communicate with customers effectively and caringly, including those with sensory loss, physical, or mental health needs
- 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
- Basic understanding of vehicle maintenance

## 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.