

Health & Wellbeing Activities Assistant

PART 1: JOB DESCRIPTION

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| Job Title: | Health & Wellbeing Activities Assistant |
| Location: | This new role will primarily be based at our Friendship House Community Centre in Hatfield. However, they will also be expected to travel to other HILS sites in Letchworth and St Albans if required by HILS. |
| Salary: | £12.00 per hour |
| Hours of Work: | 16.5 hours per week, usual pattern of 09:30 till 15:00 Monday, Wednesday & Friday (but with managers approval can be worked flexibly between the hours of 08:00 and 18:00) to meet the needs of the service |
| Responsible to: | Activities Co-ordinator |
| Responsible for: | Volunteers |
| Contacts: | <ul style="list-style-type: none"> • Clients • Suppliers • Families and carers of clients; • Internal HILS teams |
| Role Summary: | |
| <p>We are looking for a creative, sociable person to support with the smooth running and provision of activities at our Community Hubs across Hertfordshire. HILS' Community Hubs are lively, welcoming spaces for older and disabled adults to come together, have fun, and make friends. Within this role, you will have a direct impact on your local community, helping to improve people's health, wellbeing, and quality of life.</p> <p>The role will be primarily based in Friendship House, Hatfield, but you will be occasionally required to support at Hubs in St Albans, Cuffley, and Letchworth. The position calls for someone with excellent communication skills and a commitment to providing excellent customer service for our clients. You will thrive when working independently and as part of a team, bringing a positive, can-do attitude to every task.</p> <p>As part of this role, you will support the Activities Coordinator in curating engaging, stimulating, and enjoyable activities for our clients throughout the day. Your focus will be on keeping our clients socially connected and mentally engaged through a variety of activities. You'll ensure that all scheduled activities run smoothly and are carried out as planned, providing continuity and enjoyment for our clients.</p> <p>The Activities Assistant will also offer caring support to clients and their carers or next of kin, and you must be able to provide supervision for clients when necessary, and ensure clients are kept safe during activities. This includes strict control of items which could be potential safety hazards.</p> | |

Principle Responsibilities

- Be a point of contact for all Health & Wellbeing Hubs & Lunch Club enquiries
- Liaise with Health & Wellbeing hub and Lunch Club clients to take food orders and client choices periodically.
- Adjust Health & Wellbeing hub and Lunch Club client numbers accordingly and log on SMART database as necessary
- Order sufficient stock for the Health & Wellbeing hubs and Lunch Club and liaising with suppliers.
- Promote and follow up all Health & Wellbeing hub and Lunch Club enquires for new members
- To monitor, record & action all Health & Wellbeing hub and Lunch Club compliments & complaints
- To assist the Health & Wellbeing hub and Lunch Club with the delivery of stimulating activities which are suitable for the elderly.
- To support the Health & Wellbeing Team Leader in ensuring that the clubs are well-organised and that all arrangements are communicated clearly to the club members, staff and carers.
- To demonstrate appropriate daily planning skills to ensure the posted activity schedule is followed with minimal exceptions.
- To ensure provision of structured activities to maintain a reassuring and consistent routine.
- Notify the Health & Wellbeing Team Leader if more supplies are required for posted activities, and to purchase as necessary using the relevant purchase card and adhere to the monthly budget.
- To assist the Health & Wellbeing Team Leader with the planning of special events, holidays, birthdays, and so forth.
- To provide cover for the Health & Wellbeing Team Leader during holiday or sickness (overtime paid for additional hours if required).
- To participate in planning and coordinating activities and confidently delivering these sessions as and when required
- To maintain accurate, timely, and reliable records in relation to your duties.
- To attend all mandatory staff meetings and required training.
- To assist the Health & Wellbeing Team Leader in collecting relevant data about the club, its outcomes and success

General responsibilities:

- Cover Admin office as required
- Assist with Client transport as required
- To complete all Company procedures, as required.
- To participate in general staff meetings
- To adhere to HILS 'clear desk' policy
- 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.

- To ensure that all dealings with staff and the public are conducted within HILS' equal opportunities framework.
- To comply with all relevant legislation to ensure effectiveness in the role.
- To have regard for the duty of care of information (with particular reference to the Data Protection Act) gained during the course of employment that relates to other employees, the public, contractors etc.
- To ensure excellent standards of customer care and service are maintained when dealing with members of the public and internal customers.
- To preserve and enhance Health and Safety legislation. They must familiarise themselves with the health and safety aspects of their work and avoid contact which would put the health and safety of themselves or others at risk, including visitors, members of the public.

Supporting Clients:

- To help provide regular refreshments to clients, including lunch.
- To engage and assist clients during activities, quizzes, games and arts and crafts.
- To accompany clients when required/ requested to leave the main activity room. To and from the restaurant area, toilet breaks and when requested to and from provided transport.
- To communicate and listen to clients, engaging and reassuring them if necessary.
- To arrange community transport for clients if required.
- To assist with community transport for clients as required.
- To provide feedback to the Health & Wellbeing Team Leader regarding clients' needs and risks.
- To have full understanding of the purpose of the hubs and be able to communicate this effectively to hub members, carers, staff, volunteers and other stakeholders.
- To ensure paperwork is completed accurately on a daily basis, including completion of the club members' daily logs and attendance registers.
- To adhere to program guidelines in response to club members' behaviours.

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 HWTL 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:

Skills, Knowledge, and Experience:

Essential:

- Good office experience
- Good IT skills with knowledge of Word and Excel, and ability to learn a new computer system.
- Excellent communication skills
- High level of creativity
- Ability to form positive working relationships with clients and their carers, within boundaries.
- Ability to support clients with a range of needs.

Desirable:

- Experienced in working with the elderly
- Experience of stock control.

Personal Qualities:**Essential:**

- Able to communicate with customers effectively
- A team player
- Reliable
- Ability to work on own initiative
- Ability to work under pressure and to tight deadlines
- Interest in working with the elderly
- Flexible and positive approach

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: **Caring** for our clients; working for Hertfordshire's **communities**; being **cost-efficient**; working **conscientiously**; **communicating** effectively and developing **creative** new services. Our clients have high expectations of our services, and as such, we expect everyone who works for 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.

