

## Health & Wellbeing Hub Lead

### PART 1: JOB DESCRIPTION

<b>Job Title:</b>	Health & Wellbeing Hub Lead
<b>Location:</b>	Primary base: Friendship House, Hatfield, AL10 0BU. There will be a requirement to support teams at other HILS Hubs across Hertfordshire on occasion.
<b>Salary:</b>	£13.88 per hour (£27,066 per annum)
<b>Hours of Work:</b>	37.5 hours per week: Monday to Friday. Occasional weekend and evening work may be required.
<b>Responsible to:</b>	Development & Transformation Manager
<b>Responsible for:</b>	Health & Wellbeing Hub Team Members
<b>Contacts:</b>	Clients, families and carers of clients, internal and external customers and stakeholders

#### Role Summary:

This role will be primarily based at Friendship House, a HILS Community Centre in the heart of Hatfield which provides a range of services in a welcome and inclusive setting for older and vulnerable people.

One of the primary functions of this role is to design and provide engaging activities for the clients that attend the centre throughout the day. This includes our drop in Wellbeing Café, Willow Group Dementia Club, and annual events such as Christmas, Valentine's Day and Halloween. This role requires a great deal of creativity, flexibility, organisation, and people skills.

As Health & Wellbeing Hub Lead, you will also oversee the day-to-day running of the centre. This includes managing staff and volunteers, handling enquiries, and managing resources and supplies, as well as following banking and cash handling procedures, and dealing with safeguarding concerns.

The Health & Wellbeing Hub Lead will support the Development and Transformation Manager in both fundraising and promotional efforts. This includes identifying and applying for relevant grants, as well as collecting data for monitoring and evaluation reports. The role also involves actively promoting the service through community outreach, attending local events, engaging with social prescribers, and building relationships with potential clients and referrers. Additionally, the Hub Lead will assist in maintaining an active and engaging presence across social media platforms to raise awareness and encourage new referrals

You will work with members of the Health & Wellbeing Hub Team to offer caring support to clients and their next-of-kin. As a line manager you will be responsible for promoting the professional development of your team, identifying training opportunities to upskill staff members where possible and supporting with recruitment where needed.

## Principal Responsibilities

### Planning and organising activities:

- Plan and facilitate engaging activities that are suitable for older and vulnerable adults, and for those living with mild to moderate dementia.
- Ensure that the clubs are well-organised, and that all activities/ arrangements are communicated clearly to the club members, staff, and carers.
- Ensure that any posted activity schedules are followed as closely as possible.
- Ensure appropriate planning has been arranged for special events, holidays, birthdays etc. in line with budgeting procedures.

### Supporting clients:

- Engage with, and assist clients throughout the day to foster a welcoming, supportive, and enjoyable environment at the Hub.
- Provide and serve regular refreshments to clients, including lunch.
- Accompany clients if required/ requested to maneuver around the sites.
- Communicate clearly and listen to clients, reassuring them if necessary.
- Support with the organisation of community transport for club members if required.
- Provide feedback to the Development & Transformation Manager regarding clients' needs, risks, and development of any health concerns where necessary.
- To adhere to programme guidelines in response to club members' behaviours.
- Adhere to safeguarding procedures, escalating any safeguarding concerns as necessary.
- Maintain an awareness of local support services (including those offered by HILS), signposting or referring clients to additional support as required.

### Resource management:

- Manage supplies of resources needed at the Hub, adhering to the monthly budget and appropriate procedures when purchasing new supplies.
- Follow banking, cash handling, and cash auditing procedures as required.
- Order lunch club food for clients according to the relevant meals ordering procedures.
- Ensure the Hubs are always clean and tidy, and report any issues to the relevant internal departments in a timely manner.

### Record keeping:

- Maintain accurate, timely, and reliable records in relation to your duties.
- Provide regular reports for monthly invoicing using Charitylog and Excel.
- Ensure online registers are completed accurately daily, including completion of the club members' daily logs, cash payments, and lunch club attendance.
- Take note of all client information including: emergency contact details, dietary requirements, medication, hobbies, likes and dislikes, and mobility aids required.

### Line management & staff support:

- Provide strong, values-led leadership, ensuring high-quality, person-centred support.
- Champion a culture of compassion, empowerment, and accountability within the team and wider community.
- Lead by example, supporting staff development, strengthening partnerships, and driving continuous improvement.
- Support with the recruitment and training of new Hub team members.
- To manage leave, absence, training and development of Hub team members
- To organise cover as and when is needed with support from the Development &

Transformation Manager.

- To attend all mandatory staff meetings and required training.
- Provide staffing cover at our other Hub, Cuffley Day Centre, as and when needed.
- Embed our organisational values into daily practice, ensuring they guide both strategic decisions and frontline delivery.

**Centre promotion & impact measurement:**

- Initiate and lead in regular promotion and outreach on behalf of the Hub through various channels including social media, attending local events, and communicating with stakeholders such as social prescribers, social workers, and GPs.
- To assist the Development & Transformation Manager in collecting relevant data about the club, its outcomes and success.
- To have full understanding of the purpose of the clubs and be able to communicate this effectively to club members, carers, staff, volunteers and other stakeholders.
- Work with the Development & Transformation manager to help identify and apply for relevant grants, as well as collecting data for monitoring and evaluation reports.

**Other responsibilities:**

- Ensure that all dealings with staff and the public are conducted within HILS' equal opportunities framework.
- Comply with all relevant legislation to ensure effectiveness in the role.
- 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.
- Ensure excellent standards of customer care and service are maintained when dealing with members of the public and internal customers.
- Preserve and enhance Health and Safety legislation. You must familiarise yourself with the health and safety aspects of your work and avoid contact which would put the health and safety of yourself or others at risk, including visitors and members of the public
- To work in a manner that facilitates inclusion, particularly of people with dementia.

**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 Senior Team, the responsibility level of which should not exceed those outlined above.

## **PART 2: PERSON SPECIFICATION**

### **Qualifications & Job Requirements:**

**Essential:**

- Ability to understand written and verbal English
- The right to work in the UK
- Full manual driving license.

**Desirable:**

- Qualification in Health and Social Care, Community Work, or a related field (Level 2 or above).

## Skills, Knowledge, and Experience:

### Essential:

- Excellent interpersonal skills - able to communicate warmly and clearly with clients, carers, professionals, and colleagues.
- Excellent organisation skills - able to plan events, manage resources, and maintain accurate records.
- Good administrative skills - competent with databases, Microsoft Office, and email.
- Creativity and flexibility - able to develop fun, engaging, and appropriate activities, adapting to the needs and abilities of individual clients.
- Ability to work independently while also being part of a wider team.
- Experience in a client facing, or customer service-based role

### Desirable:

- Experience of working with older adults and people with dementia.
- Knowledge of dementia-friendly best practices
- Ability to communicate effectively with adults who have dementia and/or learning disabilities.

## Personal Qualities:

### Essential:

- Embodies HILS' values in being caring and compassionate, acting with integrity, and going above and beyond.
- Eager to work with vulnerable, older adults especially those living with dementia or other cognitive conditions.
- Flexible, positive, and proactive approach
- Reliable and accountable
- Team player

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