

Health & Wellbeing Hub Activities Assistant

PART 1: JOB DESCRIPTION

Job Title:	Health & Wellbeing Hub Activities Assistant
Location:	Primary base: Friendship House, Hatfield, AL10 0BU. There will be a requirement to support teams at other HILS Hubs across Hertfordshire on occasion.
Salary:	£12.25 per hour
Hours of Work:	16.5 hours per week on Monday, Wednesday and Friday from 9:30am – 3:00pm.
Responsible to:	Health & Wellbeing Hub Lead
Responsible for:	No line management responsibility. Light-touch support for volunteers will be required.
Contacts:	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.

The Activities Assistant's role primarily involves supporting with planning and delivering engaging activities to clients that attend Friendship House's drop-in Wellbeing Café and the Willow Group Dementia Club. Activities range from quizzes and games to costume competitions, to day-trips and much more! The post holder will need to be outgoing and warm, offering excellent customer service to both clients and other colleagues, working well alone and enjoying being part of a team. You must also be creative and adaptable to changing circumstances and different clients' needs, particularly for clients living with dementia.

The postholder must be able to supervise clients when required, and ensure that clients are kept safe at all times. The Activity Assistant must also keep the Health & Wellbeing Hub Lead informed about any client concerns, or other issues relating to the Hubs. You will also offer caring and compassionate support to our client's family, friends, and carers.

The Activities Assistant must also provide support to the Health & Wellbeing Hub Lead in administration duties such as filling out registers, taking lunch orders for clients, creating activity schedules, managing stock, and informing clients and carers of any changes to the service.

Principle Responsibilities:

Planning and delivering activities:

- As a Hub team, plan and provide a weekly activities schedule which is varied, engaging, stimulating and adjusted to fit all clients' needs.
- To support the Health & Wellbeing Hub lead in ensuring that the clubs are well-organised and that all arrangements are communicated clearly to the club members, staff and carers.
- Provide refreshments, lunch and snacks to clients.
- To assist the Health & Wellbeing Hub Lead with the planning of special events, holidays, birthdays, and so forth.
- To ensure that the posted activity schedule is followed with minimal exceptions.

Supporting Clients:

- Assist clients during activities, quizzes, games and arts and crafts.
- Accompany clients when required/requested to move around the site.
- Communicate and listen to clients, and provide reassurance if necessary.
- Provide feedback to the Health & Wellbeing Hub Lead regarding clients' needs and risks.
- Have a full understanding of the purpose of the hubs and be able to communicate this effectively to hub members, carers, staff, volunteers and other stakeholders.
- Ensure paperwork is completed accurately on a daily basis, including completion of attendance registers and payments received.
- Adhere to program guidelines in response to club members' behaviours.

Administration:

- Be a point of contact for enquiries and follow up on potential new referrals.
- To maintain accurate, timely and reliable records in relation to your duties.
- Assist the Health & Wellbeing Hub Lead in Admin duties as required such as updating CharityLog records, creating client communication, and recording client income.
- Manage and order stock for Hub activities, adhering to the monthly budget and purchasing procedures.
- Monitor, record and action all compliments and complaints.
- Assist the Health & Wellbeing Hub Lead in collecting relevant data about the club, its outcomes and successes.
- Record and order client lunches for the Meals on Wheels Team.

Other responsibilities:

- Partake in promotional activities such as creating and publishing social media posts, attending events and handing out flyers.
- Provide cover for the Health & Wellbeing Team Leader during periods of absence (overtime paid for additional hours if required).
- Assist with organising client transport as required.
- Participate in staff meetings and complete any training as required.
- Ensure that excellent standards of customer care and service are maintained when dealing with members of the public and internal customers.
- Ensure that you conduct yourself in accordance with your responsibilities under the Health and Safety at Work Act 1974.
- Ensure compliance with the Food Safety Act 1995 and any subsequent amendments and all other relevant Food Hygiene legislation and guidelines.
- 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 information (with particular reference to the Data Protection Act) gained during the course of employment that relates to other employees, the public, contractors etc.
- Preserve and enhance Health and Safety legislation. Be familiar with the Health & Safety aspects of the role and avoid contact which would put the health and safety of themselves or others at risk, including visitors and members of the public.

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 Health & Wellbeing Hub Lead and other members of the Leadership Team, the responsibility level of which should not exceed those outlined above.

PART 2: PERSON SPECIFICATION**Skills, Knowledge and Experience:****Essential:**

- Excellent interpersonal skills – able to communicate warmly and clearly with clients, carers, professionals and colleagues.
- Good IT skills, with knowledge of Word and Excel, and ability to learn a new computer system.
- 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.
- Ability to support clients with a range of needs.

Desirable:

- Experienced in working with older and vulnerable members of the community, including those with dementia.
- Knowledge of dementia-friendly best practices.
- Ability to communicate effectively with adults who have dementia and/or learning disabilities.

Qualifications & Job Requirements:**Essential:**

- Full UK driving license
- Ability to understand written and oral English
- Satisfactory DBS check
- The right to work in the UK

Desirable:

- Food hygiene certificate
- Basic first aid
- Flexibility to work weekends and provide cover as required
- Qualification in Health and Social Care, Community Work, or a related field (Level 2 or above).

Personal Qualities:**Essential:**

- Embodies HILS' values in being caring and compassionate, acting with integrity, and going above and beyond.
- Able to communicate effectively.
- A team player.
- Reliable and accountable.
- Ability to work on own initiative.
- 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: 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.