

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	Wellbeing Daycare+ Co-ordinator
Job Family:	Administrative Support (G10)
Service:	Community & Wellbeing Services
Location:	Community and Wellbeing Centre
Reporting To:	Community and Wellbeing Manager - Middle Manager

Role Purpose: <i>Why the role exists and its contribution</i>	To lead and deliver Wellbeing Daycare at the Community and Wellbeing Centre. To increase the attendance of the specified groups (older and vulnerable people in need of day care support) To manage and support the Extra Support Group clientele that will make payments to attend the Wellbeing day care. As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.
---	--

Main Duties and accountabilities

Service Specific	• To manage the day to day delivery of the Wellbeing Daycare Service at the Community and Wellbeing Centre. • Provide personalised support to individuals, their families and carers by supporting their health and wellbeing, enabling them to live independently and improve their health outcomes. Take a holistic approach, based on the person's priorities and the wider determinants of health. • Co-produce a simple personalised care and support plan to improve health and wellbeing of each person, introducing or reconnecting people to the group and if needed other support services. • Engage with the clients on a daily basis, co-ordinating activities and liaising with family members via e:mail if there are any problems • To complete all of the administration and monitoring related to the service and write up client reports on a daily basis. To maintain up-to-date information on support services available to the client.
-------------------------	--

	• Arrange assessments for new clients to attend the Wellbeing Day care centre. • Engaging and supporting volunteers to attend and support at the centre • Regular contact with the Transport team co-ordinating Transport needs for the clients who attend the Wellbeing Daycare. • To be fully acquainted with all elements of Community Alarm, Tele Care and independence living equipment within the demonstrations suite • To be able to promote the benefits of the equipment available and arrange bookings for installation visits • Co-ordinate the shopping lists, receipts and amounts to be sent to Meals at home coordinator
Generic Duties	Administrative Support • Working under instruction, provide a good all round administration service that supports with the delivery of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation • Participate in learning provided to perform the role successfully and to the standards expected. Take an active interest in developing skills to develop sound administrative support • Meet designated administrative tasks within specified timeframes as set out in the agreed work schedule. Deliver targets in line with the relevant standard operating procedures and contribute to My Performance Conversations • Maintain and refresh established systems and processes by keeping abreast of and responding to current and future service needs and assist with the review of relevant business processes to ensure standard administrative systems and service related procedures continue to be fit for purpose • Be responsible for dealing with allocated service requests from members of the public, external organisations and other services. Provide a seamless and high quality service to ensure that routine customer enquiries are dealt with efficiently and more specialist support is sought from colleagues where appropriate • Collate, record and present team data in accordance with the Council's performance measurement systems and share this

	as requested with other officers and members • Ensure effective flow of communication within your team and sharing of information to and from other services across the council • Organise service related meetings including the co-ordination of agendas, attendees, minutes and room bookings • Assist with postal requirements for your team including the opening, scanning, recording, collection, distribution packing etc. of post. • Carry out day to day maintenance of office equipment such as photocopiers, scanners, printers etc. and liaise with service engineers regarding service requirements. • Ensure the team has the necessary and basic facilities to deliver the service effectively including access to files, contacts, stationary and equipment
--	---

The key decision making areas in the role	
	• To identify the needs of each individual that attends the centre • To ensure each client has been signposted to access the services appropriate for their needs • Evaluation and monitoring each clients each time they attend the centre. • Identifying the correct equipment to fulfil the need of each individual attending the centre • To ensure the continuation of each session by managing the individuals needs • To ensure each individual has been signposted to access the services appropriate for their needs • Engaging interviewing volunteers to attend and support the centre • Locking up of the building at the end of the day
Customers and contacts	
All staff, Residents, Voluntary Faith and Community Groups, NHS England, , Primary Care Networks, Surrey County Council, Surrey and Boarder Partnerships, Public Health, Health Care Professionals and other Districts and Boroughs.	

Dimensions of the role	
Financial	Non-financial
Manages the Direct Debits Income c£80,000	- Supervises up to 50 clients per day - Managing 6+ Volunteers - Understanding customer needs - Meet and greet - Assessment bookings at the centre - Running small classes - Understanding customer needs - Emotional stress from the circumstances or behaviour or people by having to take a holistic approach, based on the person's priorities and the wider determinants of health. - Engaging and recruiting volunteers. - Knowledge of the Council's services that have impacts on Health and Wellbeing - High awareness of the impact of own decision making on customers as customer base is vulnerable. - Awareness of Health and wellbeing regulations. - Awareness of Health and safety of customers as customer base is vulnerable. - Checking and evaluating own work

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
General standard of education	E	X	X
Experience of working with targeted client groups in connection with health and well-being, particularly older people	E	X	X
Demonstrable commitment to professional and personal development	D	X	X
Knowledge and Experience			
Experience of supporting people, their families and carers in a related role	E	X	X
Experience of supporting people with their mental health	E	X	X
Ability to make informed decisions about services available to clients	E	X	X
Good organisational skills			
IT literate – Microsoft Office and databases	E	X	X
Effective communication – both written and oral	E	X	X
Ability to work with minimum supervision	E	X	X
Good inter-personal skills	E	X	X
Customer focused	E	X	X
Ability to actively listen, empathise with people and provide person-centred support in a non-judgemental way	E	X	X
Ability to identify risk and assess/manage risk when working with individuals	E	X	X
Working under pressure	E	X	X
Additional Requirements			
No contra-indications in personal background or criminal record indicating unsuitability in this role	E	X	
Legally entitled to work in the UK.	E	X	X
Willingness to work flexible hours when required to meet work demands	E	X	