

# Epsom & Ewell Borough Council

## Role Profile Template

<b>Role Title:</b>	Wellbeing Daycare Assistant
<b>Job Family:</b>	Care & Welfare
<b>Service:</b>	Community & Wellbeing Services
<b>Location:</b>	Community & Wellbeing Centre
<b>Reporting To:</b>	Wellbeing Daycare Co-ordinator

<b>Role Purpose:</b>  <i>Why the role exists and its contribution</i>	<p>To assist and support the Community &amp; Wellbeing Centre Co-ordinators with the delivery of services at the Community and Wellbeing Centre.</p> <p>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.</p>
---	--

## Main Duties and accountabilities

<b>Service Specific</b>	<ul style="list-style-type: none"> <li>• Provide a high quality service to clients using the Community &amp; Wellbeing Centre</li> <li>• When necessary, provide personal care for clients including toilet assistance, continence management and maintenance of personal hygiene, carrying out bathing service.</li> <li>• Support the Centre Co-ordinators in following an activity timetable of appointments and provide feedback on how each client participates for the client records</li> <li>• Ensure that there is an adequate supply of sundries such as clean towels, incontinence pads and toiletries</li> <li>• Assist clients from room to room, including toilet area ensuring suitable walking aids are nearby and available.</li> <li>• To recognise and report any issues concerning the safeguarding, care, support, wellbeing or behavior of the Client to the Centre Co-ordinators</li> <li>• Assist the Centre Co-ordinators to 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.</li> <li>• Assists the Centre Co-ordinator with the delivery of appropriate</li> </ul>
-------------------------	---

	<p>social and educational activities as and when required</p> <ul style="list-style-type: none"> <li>• Engaging and supporting volunteers to attend and support at the centre</li> <li>• Ensure that all health &amp; safety procedures are followed</li> <li>• Assist the Centre Co-ordinator in updating any risks assessments as and when required</li> </ul>
<b>Generic Duties</b>	<p><b>Service Delivery</b></p> <ul style="list-style-type: none"> <li>• To deliver effective front line services to the public</li> <li>• To be a presence in public areas/venues within the Borough of Epsom &amp; Ewell.</li> <li>• To ensure the Council's service provision is of the highest standards through daily inspection and patrolling and liaising with appropriate Council employees/contractors</li> <li>• To confidently communicate with the general public.</li> <li>• To ensure compliance with any specific legislation.</li> <li>• To assists in the achievement of any annual Performance Indicators targets / service delivery plan and contribute effectively to My Performance Conversations</li> </ul>

<b>The key decision making areas in the role</b>
<ul style="list-style-type: none"> <li>• To, in conjunction with the Centre Co-ordinators, decide a Client's initial suitability and ongoing suitability for the service including evaluation and monitoring of each client each time they attend the centre.</li> <li>• Identifying the correct equipment to fulfil the need of each individual attending the centre</li> <li>• To act with discretion at all times when dealing with client needs and problems they may bring to you</li> </ul>

- To ensure the continuation of each session by managing the individuals needs
- To assist the Centre Co-ordinators with being pro-active in thinking of new games or activities to run at the group
- To ensure each individual has been signposted to access the services appropriate for their needs

**Customers and contacts**

All staff, Residents, Voluntary Faith and Community Groups.

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none"> <li>• Cashing up at the end of the day</li> </ul>	<ul style="list-style-type: none"> <li>• Supervises up to 50 clients per day</li> <li>• Support and engage with 6+ Volunteers</li> <li>• Meet and greet</li> <li>• Assessment bookings at the centre</li> <li>• Running small classes</li> <li>• Understanding customer needs</li> <li>• 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.</li> <li>• Knowledge of the Council's services that have impacts on Health and Wellbeing</li> <li>• High awareness of the impact of own decision making on customers as customer base is vulnerable.</li> <li>• Awareness of Health and wellbeing regulations.</li> <li>• Awareness of Health and safety of customers as customer base is vulnerable.</li> <li>• Checking and evaluating own work</li> </ul>

# Person Specification

<b>Qualifications and Training</b>	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
<b>Knowledge and Experience</b>			
2 years experience bathing people within a care environment	E	X	X
Ability to work collaboratively with others to achieve the outcomes of the individuals you support	E	X	X
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
Ability to Recognise that each client is unique; acknowledging the importance of promoting preferred communication styles in order to develop successful relationships	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
<b>Additional Requirements</b>			
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	E	X	

work demands			