

Epsom & Ewell Borough Council

Role Profile Template

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

Role Purpose: <i>Why the role exists and its contribution</i>	To assist and support the Community & Wellbeing Centre Co-ordinators with the delivery of services at the Community and Wellbeing Centre.
	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	<ul style="list-style-type: none"> Provide a high quality service to clients using the Community & Wellbeing Centre When necessary, provide personal care for clients including toilet assistance, continence management and maintenance of personal hygiene, carrying out bathing service. Support the Centre Co-ordinators in following an activity timetable of appointments and provide feedback on how each client participates for the client records Ensure that there is an adequate supply of sundries such as clean towels, incontinence pads and toiletries Assist clients from room to room, including toilet area ensuring suitable walking aids are nearby and available. To recognise and report any issues concerning the safeguarding, care, support, wellbeing or behavior of the Client to the Centre Co-ordinators 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. Assists the Centre Co-ordinator with the delivery of appropriate
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	<p>social and educational activities as and when required</p> <ul style="list-style-type: none"> • Engaging and supporting volunteers to attend and support at the centre • Ensure that all health & safety procedures are followed • Assist the Centre Co-ordinator in updating any risks assessments as and when required
Generic Duties	<p>Service Delivery</p> <ul style="list-style-type: none"> • To deliver effective front line services to the public • To be a presence in public areas/venues within the Borough of Epsom & Ewell. • To ensure the Council's service provision is of the highest standards through daily inspection and patrolling and liaising with appropriate Council employees/contractors • To confidently communicate with the general public. • To ensure compliance with any specific legislation. • To assist in the achievement of any annual Performance Indicators targets / service delivery plan and contribute effectively to My Performance Conversations

<p>The key decision making areas in the role</p>
<ul style="list-style-type: none"> • 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. • Identifying the correct equipment to fulfil the need of each individual attending the centre • To act with discretion at all times when dealing with client needs and problems they may bring to you

- 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"> • Cashing up at the end of the day 	<ul style="list-style-type: none"> • Supervises up to 50 clients per day • Support and engage with 6+ Volunteers • 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. • 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			
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
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	E	X	

work demands			