

## Job Description

<b>Job Title:</b>	<b>Social Well-Being Support Worker</b>
<b>Salary:</b>	£22,000 per annum.
<b>Hours:</b>	Full time – 35 hours.
<b>Days and Times:</b>	Monday to Friday, 9am - 5pm.
<b>Responsible to:</b>	Social Well-Being Services Coordinator.
<b>Responsible for:</b>	Specific groups, clubs and activities.
<b>Main Location:</b>	Townfield Centre, Hayes.
<b>Status:</b>	Permanent.
<b>Main Purpose of Job:</b>	Responsible for the smooth running of the Social Well-Being Service groups, clubs and activities, providing cover as and when required to the other social contact activities. Access to a car and a full clean driving licence is a requirement of the job.

### 1.0 Service Delivery

- 1.1 To be responsible for the smooth running of our centre based services as described above.
- 1.2 Liaise with community transport and/or volunteers regarding the provision of transport for service users not able to make their own way to the clubs.
- 1.3 Where provided, oversee the serving and clearing away of any meals and drinks, maintaining high standards of food hygiene and complying with Food Safety Regulations and procedures.
- 1.4 To make sure policies and procedures are being adhered to.
- 1.5 To raise awareness of health and lifestyle choices through working with appropriate professionals, organisations and groups.
- 1.6 To report regularly to the Age UK HHB Community Services Manager on progress at the groups.

### 2.0 Team Working

- 2.1 To assist with planning training for staff and volunteers.
- 2.2 Support the volunteers providing regular supervision and support and identifying training needs.

### 3.0 Finance and Administration

- 3.1 Ensure that the appropriate data recording systems are maintained to enable up-to-date and accurate monitoring and evaluation to take place on a regular basis; ensuring the confidentiality of such records.
- 3.2 According to the group activities; be responsible as required for overseeing the collection, calculation and banking of all income.

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### 4.0 Quality and Service Development

- 4.1 To promote and develop the service by organising the promotional material and activities for the groups and initiate new activities in consultation with service users.
- 4.2 To disseminate information about the service, and promote through events, meetings, presentations and publicity.
- 4.3 Ensure compliance with the internal Quality Assurance standards and Age UK national standards and guidelines.
- 4.4 Carry out regular risk assessments to ensure the premises, transport and activities meet standards required under Health & Safety legislation.
- 4.5 Ensure that effective and regular client feedback and engagement are in place. That suggestions, comments and complaints are recorded, communicated and acted upon.
- 4.6 Ensure that the service meets the needs of older people including groups from Hillingdon's diverse communities and that older people from those communities are involved in the projects and that their individual needs are met.
- 4.7 To attend social contact forums and volunteer support meetings.
- 4.8 To seek feedback from clients in accordance with approved systems operated by Age UK HHB.

### 5.0 General

- 5.1 To maintain own professional expertise, including attending training as necessary and be subject to supervision and an annual appraisal.
- 5.2 To attend staff meetings, away days and other similar staff events.
- 5.3 All staff are expected to undertake their own computer work, both in the production of correspondence and documents, date recording, e-mailing and internet research.
- 5.3 It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are expected to work in a flexible way.
- 5.4 To ensure all activities are carried out in harmony with Age UK HHB's mission and within the spirit of its equal opportunities policy and to abide by the policies of Age UK HHB.
- 5.5 Some meetings and other events may be held out of normal office hours and may involve travel away from the local area.
- 5.6 The above items outline the main duties and responsibilities of the post and are designed to give an accurate flavour of the nature and scope of this post. However, they do not represent an inclusive list of all the duties required.
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- 5.8 This post is classed as regulated activity for the purposes of DBS. Confirmation of appointment to this post will be subject to an enhanced DBS check with Access to the Adults Barred List. Initial fee of £44.00 to be paid by employee, renewal fees will be paid by Age UKHBB.

**Age UK HHB is committed to safeguarding and promoting the welfare of all older people and children within the London Boroughs of Hillingdon, Harrow & Brent.**

## Person Specification

### Education & Training

Essential Criteria	Desirable Criteria
Literate, numerate and a good standard of written and spoken English	Basic training in safe delivery of low impact seated exercise sessions
Training relevant to the role description	

### Experience

Essential Criteria	Desirable Criteria
Recent experience of working with older people	Recent experience with individuals with Dementia
	Recent experience of working with and supporting volunteers

### Knowledge and Skills

Essential Criteria	Desirable Criteria
Strong communication and interpersonal skills	Ability to source information resources relevant to older people
Working knowledge of Microsoft Office, Internet, Word and Excel	Working knowledge of Microsoft PowerPoint
Organisational skills, ability to prioritise and meet deadlines	
Ability to work independently and use initiative and work as part of a team	
Ability to think on the job and deliver a balanced programme of activity without close supervision	
Ability to handle sensitive and confidential issues with discretion, empathy and understanding	
Ability to record data and financial matters accurately	

### Personal Attributes

Essential Criteria	Desirable Criteria
Full driving licence and access to a car	The ability to travel and navigate independently and efficiently
Energised and positive character	
Ability to work with people from different backgrounds in an impartial and courteous manner	
Person centered approach	