

<b>Job title: Wellbeing Co-ordinator</b>	
<b>Reports to: Head of Person-Centred Care/ Ancillary Services Manager depending on location.</b>	<b>Reporting to job holder:</b>
<b>Overall purpose:</b>  To provide a wide range of wellbeing activities and hospitality services to our residents. Promoting the philosophy of privacy, dignity, independence, choice, rights, and fulfilments for all residents; thereby treating everyone with respect. You will be responsible for planning, organising, and facilitating a wide range of activities to enrich the lives of our residents, as well as supporting our residents with hospitality services for them and their guests. To provide inspirational resources and ideas for group and 1-1 activities and social events, for all residents including dementia friendly activity sessions, reminiscence, and support.	
<b>Principal accountabilities:</b>  <b><u>Planning, Organising and Budgeting</u></b> <ul style="list-style-type: none"><li>• To plan and facilitate an exciting programme of wellness and activities in conjunction with resident wishes, and encourage residents to maintain pre-existing hobbies, or fulfil new ambitions.</li><li>• To assist in the provision of a high-quality programme which may include (but not limited to); cognitive stimulation, animal therapy, reminiscence therapy, gentle exercise, sensory stimulation, themed celebrations, and music therapy, whilst ensuring the residents are enjoying the programme, increasing their mental health wellbeing, and aiding their social opportunities.</li><li>• Review and evaluate the activity and wellbeing programmes regularly to ensure that all residents can contribute to the programme, whilst developing and delivering agreed outcomes. Maintain full and accurate documentation to monitor, record and evaluate both individual and group activities, and their successes.</li><li>• You will be required to create, publish, and communicate using internal processes of the home to share the activities programme and encourage participation of both residents, relatives, friends, and staff.</li><li>• To be capable of conducting both dynamic and static risk assessments for both indoor and outdoor wellbeing activities and external trips and to review and evaluate the activity programmes regularly to ensure that all residents can contribute to the programme whilst developing and delivering agreed outcomes.</li><li>• Report any accidents, incidents or near misses, compliments, or complaints to the appropriate Line Manager immediately.</li><li>• To engage the local communities into the daily lives of our residents by initiating contact with local community groups, enabling residents to partake if they wish.</li></ul>	

**Author: Care Services**

**Version: FV**

**Date: 29/04/2022**

- To assist with creating, planning, and facilitating themed celebrations in partnership with residents, and assist with larger scale events (including fund raising events) as required.
- Coordinate the preparation and serving of morning and afternoon tea to residents and their guests, in a location of the residents choosing. Liaising with the host team to assist those residents who require additional support with their dietary intake, in line with their care needs. This could include serving meals, snacks, and beverages at their request, in the location of their choice.
- Help clear and refresh water/juice for residents in their bedrooms.
- Help coordinate set up and clearing of the dining areas ahead of each meal service. For residents being served in their bedrooms; ensure any tray service is set in the same way as the table with appropriate condiments, napkins, etc.
- Support residents with their meals whilst in the dining areas, ensure no resident feels rushed or pressured to complete the meal by a set time.
- Undertake any other duties required by the catering/care teams to support residents with their food and fluid intake.
- Complete accurate records of food and fluid consumed, and feedback to care staff after each meal service, for each resident, on the amount of food and fluid consumed.
- Provide accurate feedback to staff any concerns you may have regarding swallowing or choking issues which you have observed with the residents.

### Communication

- Must be willing to work flexibly, including weekends to facilitate the wellness programme. Must also be willing to attend internal meetings including staff, resident and relative meetings as required. Be able to demonstrate and involve all partners in creating an appropriate, person centred approach to wellness.
- You will be required to create, publish, and communicate, using internal processes of the home, to share the wellness programme and encourage participation of residents, relatives, friends, and staff.
- Liaise with care and catering teams regarding any specialist dietary requirements for the day. Check the menu and visit each resident to ask for meal choices ahead of each meal service. If this is not possible, ensure residents are given a choice of meal at the dining room table, and are supported to make a choice for each meal.
- Inform the catering teams immediately of any changes to the meal choices made by the resident and ensure as far as possible that all residents are provided with their meal choices.
- Complete accurate records of food or fluid consumed and provide feedback to care staff after each meal service, for each resident, on the amount of food and fluid consumed.

- Provide accurate feedback to staff regarding any concerns you may have regarding swallowing, or choking issues, which you have observed with the residents.

#### **Managing performance**

- As part of the Care team, you will be responsible for motivating and engaging the residents, to enjoy a stimulating and fulfilled wellness programme, whilst providing hospitality services in a person-centred way to the residents, at their request, and in a location of their choice.
- You will be required to attend group/individual 1-1 meetings, complete all statutory and mandatory training to meet the requirements of current legislation, participate in the ben appraisal programme, and attend appropriate courses to enhance your personal and professional knowledge and skills.

#### **Achieving customer service excellence**

- Experience in the field of older adults, mental health/dementia is preferred. The ability to work flexibly, adapting to the needs of our residents is essential and you must be able to communicate effectively both verbally and non-verbally. You must be able to liaise with external suppliers and organisations to enhance our range of activities. An inquisitive and creative mind, with excellent interpersonal skills, including active listening and communication, with a diverse range of people is essential in this role. The right candidate will be highly motivated and comfortable working both individually and as part of a multidisciplinary care team.
- Good IT proficiency, organisational skills and time management are also highly desirable.
- All staff must respect the confidentiality of any matters they may learn in the course of their duties.

#### **Additional duties**

**This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.**

#### **Deliverables – Key measures:**

##### **Planning and organising**

- To facilitate the provision of wellbeing and activities to residents. Define appropriate activity levels within our activity matrix, plan and manage an activities schedule, and co-ordinate the delivery of wellbeing initiatives.
- To participate, as required in audits and quality assurance programmes to evaluate standards of service delivered to customers.

##### **Business focus**

- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are

met.

- Problems are avoided due to policies and procedures being followed.

### **Communication**

- Ensure customers, their relatives, and visitors to Ben premises are engaged in a professional and appropriate manner, ensuring the Ben is viewed in a positive way.
- To assist in maintaining a clean and safe environment in respect of any food preparation and service to customers which minimises the risk of food related illness.
- To contribute to ensuring that complaints, concerns, or incidents relating to catering services at in the care home are dealt with promptly, promoting a positive customer experience.

### **Managing performance**

- To support the delivery of agreed service/quality improvements for wellbeing services within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleagues to improve their induction experience within their role and to address issues\concerns in a timely manner.

### **Stakeholder relationships**

- Stakeholders experience professional, positive, and helpful interactions with Ben colleagues.

### **Achieving customer service excellence**

- To contribute to the delivery of a consistent level of activity and wellbeing services to customers, their relatives, friends, and colleagues. Which echoes our best life approach and maintains high standards of personal support.
- Customers, visitors, and colleagues experience a positive and engaging environment where they are treated with dignity and respect, with their differing needs are recognised, valued, and catered to appropriately.

### **Additional duties**

- Accept ad hoc tasks/duties as required.

### **PRIDE values**

To embody and deliver the role of Wellbeing Coordinator in line with our values:

<ul style="list-style-type: none"> <li>• Passionate</li> <li>• Respectful</li> <li>• Inclusive</li> <li>• Driven</li> <li>• Empowered</li> </ul>	
<p><b>Experience required:</b></p> <p>Experience in the field of Older Adults, Mental Health/Dementia is preferred</p>	<p><b>Technical Knowledge:</b></p> <p>Good level of computer skills required</p>
<p><b>Other significant role requirements:</b></p> <ul style="list-style-type: none"> <li>▪ Demonstrate the Core Behaviours for the role.</li> <li>▪ Must have a flexible approach.</li> <li>▪ Basic numeracy and literacy skills to read and understand procedures, instructions and to undertake as required routine administration tasks accurately.</li> <li>▪ Able to support customers sensitively, and with consideration, in a manner that respects their dignity, independence and choice.</li> <li>▪ Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues.</li> <li>▪ Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.</li> </ul>	
<p><b>Date updated: April 22</b></p>	