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| <b>Job title:</b> Wellbeing Assistant   |   |
| <b>Reports to:</b><br>Wellbeing Coordinator   | <b>Reporting to job holder:</b><br>Not Applicable |
| <p><b>Overall purpose:</b><br/>To contribute to the provision of a high quality, resident focused and person centred programmes of social/recreational activities to residents which maximises their independence and quality of life within a safe and secure environment.</p>   |   |
| <p><b>Principal accountabilities:</b></p> <p><b><u>Planning and organising</u></b></p> <ul style="list-style-type: none"> <li>• To assist in the delivery of a varied range of social/recreational activities for all residents which meets their needs and reflects their interests.</li> <li>• To encourage, motivate and support residents to participate in the social/recreational activities provided within the Village.</li> <li>• To provide an appropriate level of assistance to residents whilst participating in social/recreational activities in order to maintain maximum independence for residents.</li> <li>• To provide an appropriate level of assistance to residents engaging in social/recreational activities in respect of their independence.</li> <li>• To participate in social interaction with residents at all times.</li> <li>• To participate in the implementation of quality assurance programmes within the Wellbeing service in the Village.</li> </ul> <p><b><u>Business focus</u></b></p> <ul style="list-style-type: none"> <li>• To comply with current Fire, Health &amp; Safety at Work, Environmental Health and associated legislation by observing Ben's policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required.</li> <li>• To identify and report any incidents of alleged or known abuse by or to any resident, complying with Ben's Safeguarding guidelines and reporting procedures.</li> <li>• To comply with Ben's protocols and requirements on maintaining confidentiality.</li> </ul> <p><b><u>Communication</u></b></p> <ul style="list-style-type: none"> <li>• To communicate effectively and appropriately with residents, their relatives, visitors and the wider multi-disciplinary team within the Village.</li> <li>• To liaise where appropriate with Housekeeping and Facilities Management services to ensure the cleanliness and safe environment of the Village, reporting any risks or hazards to the Wellbeing Coordinator</li> <li>• or other designated manager without delay.</li> <li>• To provide reports verbally and in writing where required to do so by the Wellbeing Leader or other designated managers and seek guidance and assistance as necessary.</li> <li>• To report immediately or as soon as reasonably practical any complaints, accidents or incidents involving colleagues, residents or visitors to the designated manager.</li> </ul> |   |

### **Managing performance**

- To support the maintenance of a performance and service excellence culture within the Wellbeing service.
- To participate in the assessment and evaluation of the quality and effectiveness of the Wellbeing service provided to residents and contribute to the development and implementation of service/standard improvement plans as required.
- To support and assist new staff under the supervision of the Wellbeing coordinator and act as a mentor to new starters as required.

### **Stakeholder relationships**

- Represent Ben and the Village in a positive manner, and where appropriate, liaising with relatives, friends, carers and other professionals and agencies.

### **Achieving resident service excellence**

- To support the delivery of a consistent level of service to all residents ensuring that Ben and the service is viewed in a positive way.
- To recognise residents' individual rights to dignity, privacy, choice and confidentiality.
- To value and support diversity and equality of opportunity for our residents and colleagues.

### **Additional duties**

- To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
- To undertake any other duties specified from time to time by the Wellbeing Coordinator or other designated manager.

**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 contribute to the provision of diversional therapy services to residents which ensures that their physical, social and emotional needs are met whilst ensuring resident's dignity, choice, and independence are maintained at all times.
- To participate, as required in audits and quality assurance programmes to evaluate standards of service delivered to residents.

#### **Business focus**

- To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met to support decisions made and that they are of least risk.
- Problems are avoided due to policies and procedures being followed.

**Communication**

- Regular and effective communication with residents, their relatives, and the wider multi-disciplinary team results in a safe and secure environment for residents participating in social and recreational activities within the Village and ensures a positive resident’s experience.

**Managing performance**

- To support the delivery of agreed service/quality improvements for diversional therapy services within agreed timescales.
- New colleagues receive dedicated assistance and mentoring from a more experienced colleague 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 resident service excellence**

- To contribute to the delivery of a consistent level of service to residents ensuring the Village is viewed in a positive way.
- Residents and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

**Additional duties**

- Accept ad hoc tasks/duties as required.
- To contribute to the effective, efficient and safe operation of the Village by working in different areas within the Village, when required.

**PRIDE values**

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

**Passionate**

**Respectful**

**Inclusive**

**Driven**

**Empowered**

**Experience required:**

- Experience of working in an engagement and activities role with older people and those living with disability is desirable but not essential.

**Technical Knowledge:**

- Awareness of the principles of person centred care is desirable.

**Other significant role requirements:**

- Demonstrate the Core Behaviours for the role.

- Ability to deliver diversional therapy services to residents which meets their needs in a sensitive and respectful manner and which maintains a maximum level of independence.
- Able to work in partnership with residents, relatives and other professionals to achieve positive outcomes for the resident.
- Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to residents and colleagues.
- Literacy and numeracy skills to read and understand procedures, produce reports and other documents and undertake routine as well as more complex administration tasks accurately.
- Effective interpersonal skills to build and maintain positive working relationships with residents, colleagues and other visitors to the village.
- Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.

**Date updated: 02/06/21**