
Recruitment information

Job description and person specification

Your title	Centre Assistant (Fixed term to 31 Dec 2025)
DBS check	<p>This post requires an enhanced check without a barred list check.</p> <p>Aspects of this role that require this level of check are around lone working with elderly and vulnerable clients within the Community. Closely working with people with mental health or physical disabilities that are vulnerable.</p> <p>Please, refer to the Safeguarding Vulnerable Groups Act 2006 Schedule 4 Part 2 paragraph 7.</p>
Post number	New
Your team	Community Services
You would be based	At any of the Centres for the Community
Your line manager	Centre Managers



Elmbridge
Borough Council

... bridging the communities ...



About the role

You will help to put a smile on the face of Elmbridge residents who use the services provided by our Centres for the Community.

Centres promote an active and full life for residents, operating at the heart to their local communities, and offering a vital and attractive range of services with a focus on well-being, social and leisure activities, and opportunities to learn new skills.

Through your friendly, welcoming and flexible approach you will provide support for all users of our Centre's services, and particularly older people and people with learning difficulties.

The main purpose of the role:

- To assist and support older people who user the Centres.
 - To assist and support with providing a service that is user centred.
 - To assist and support with current and new centre activities ensuring they are run on their allocated days.
 - To assist and support in the development of Centre's services for people with disabilities.
 - To carry out duties in accordance with Centre's operating policies and procedures.
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Specific duties and responsibilities

- Welcome new users to the Centres and help maintain a caring and comfortable environment.
- Establish and maintain effective relationships with the users of the Centre's services, and any family members and / or professionals involved in their care.
- Assist users of the Centre's services with their mobility, including escorting them on and off Community Transport.
- Assist with serving lunches and refreshments.
- According to the needs of individual users, deliver a range of programs to provide social education, self-care, independent living skills and opportunities for employment.
- Provide users who have disabilities with instruction in specific and relevant skills to enable them to achieve their full potential.
- Identify and acknowledge any problems / needs of users of the Centre's services, discussing these with the Centre Manager.
- Maintain support plans for identified users.
- If required organise and accompany users on organised outings.
- Develop stimulating and interesting activities for users.
- Attend team, service area, corporate meetings and training courses, which may take place away from the Centres.

- To be aware of any safeguarding issues, reporting observations and concerns to the Centres Manager.
 - To apply the principles of first aid when required within a Centres and on outings, completing Accident reports as appropriate.
 - Work across all 6 centres on Monday, Tuesday, Thursday and Friday at Walton, Cobham, Molesey, Claygate, Weybridge and Hersham as required by the centre managers
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What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

Your conduct

We expect the highest standards of conduct from our employees and at all time you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Centre Assistant

Post No: NEW

Team: Community Services

Hours: 28.8 (Mon, Tues, Thurs and Fri)

Salary: £25,246 - £26,117 pro rata

Car Allowance: C4, occasional

Key requirements		Desirable / essential	To be tested by: Application (A) Test (T) Interview (I)
Qualifications and Education			
1.	At least 3 GCSEs or equivalent at Grade C, preferably in Maths and English	D	A
2.	First Aid at work	D	A
3.	Evidence of training within a social care or health related field	D	A + I
Experience			
4.	Working with older people, adults with learning disabilities and carers	E	A + I
5.	Experience of working as part of a multi-disciplinary team	E	A + I
6.	Experience working with volunteers	D	A + I
Knowledge, skills and abilities			
7.	Ability to communicate with older people, people with disabilities, and carers	E	A + I
8.	Ability to work as a member of a team	E	A + I
9.	Ability to be pro-active	E	A + I
10.	Ability to work in partnership with other professionals and social care agencies	E	A + I
11.	Knowledge of community care	D	A + I
12.	Ability to produce reports and maintain social care records	D	A + I
13.	Ability to work under pressure and on your own initiative	E	A + I
14.	Adaptable and flexible approach	E	A + I
15.	Confidentiality and discretion, with the ability to know when to escalate issues and concerns	E	A + I
Special requirements			
16.	Self-motivated and enthusiastic, with a friendly and caring attitude	E	A + I
17.	Be prepared to work evenings and weekends, if required	D	A + I

18.	Ability to develop good working relationships with a large number of people in different settings	E	A + I
19	Current driving licence and ability to travel to any of the centres of the community	E	A