POST DETAILS

1. **Details**
   Business Centre: Community Services
   Division: Day Centres
   Post title: Support Assistant - Activity & Wellbeing
   Post Number: E0602B
   Working Hours: 12 / Grade: 4
   Work Base: Eileen Tozer Day Centre
   Prepared/Agreed by: Corporate Deputy Head of Community Services
   Date: March 2025

   Organisational Responsibilities: Reports to: Day Services Manager

2. **Job Purpose & Objectives**

- To assist service users accessing facilities, including support with supporting to enable personal care when required.
- To identify changes in level of need, ill health, physical appearance, mental health etc. of service users and report to the Day Services Manager for investigation
- To be involved in the organisation & delivery of activities for service users throughout their day

3. **Main Duties of the Post**

Customer Care:

- To provide support and encouragement to service users in maintaining their independence and developing levels of confidence.
- To assist service users in accessing facilities.
- To tailor events and activities to the interests of service users.
- To encourage service users to participate in organised activities and events.
- To follow up non-attendance of service users as appropriate, maintaining records in accordance with procedures.
- To maintain individual service user support plans.

Organisation:

- To be trained in and administer when required, emergency first aid to service users, colleagues and other visitors to the centre.
- To undertake administrative tasks as required.
- To work as part of a team in the ongoing development of services and activities.
- To support all staff and volunteers whilst in each premises.
- To be prepared to undertake training as required.
- Be flexible to support occasional evening or weekend functions.
- To be prepared to work in other RBC Day Centres as required in order to ensure full service delivery can be provided.
- To assist in the provision of an Emergency Rest Centre, in the event of a borough emergency.

General: The above is a record of the main duties and responsibilities of this post at a given date. As necessary, following consultation, duties may change from time to time to meet the requirements of the service

PERSON SPECIFICATION

Post Name: Support Assistant - Activities & Wellbeing **Post Number:** E0602B

Completed By: Corporate Deputy Head of Community Services

Essential	How Assessed ?		Desirable	How Assessed?	
	A.F	INT		A.F	INT
Education & Training					
Evidence of literacy and numeracy	✔		Current First Aid Certificate	✔	✔
			Food Hygiene Certificate	✔	✔
Experience & Knowledge					
Experience of working with customers or service users in a front-line working environment	✔	✔	Experience of working in a commercial kitchen environment	✔	
Knowledge and understanding of the issues faced by older people	✔	✔			
			Experience of working with volunteers	✔	
			Experience of working in A Day Centre environment	✔	
			Experience of working with older people	✔	✔
Personal Qualities/Personality					
Enthusiastic	✔	✔			
Confident	✔	✔			
Patience	✔	✔			
Diplomatic	✔	✔			
Empathetic	✔	✔			
Reliable	✔	✔			
Flexible	✔	✔			
Calm under pressure	✔	✔			

Skills					
Good communication skills, both written and verbal	✔	✔	Ability to undertake basic administration tasks	✔	✔
Excellent organisation skills	✔	✔	Ability to use initiative	✔	✔
Ability to work well as part of a team	✔	✔			
Excellent listening skill	✔	✔			
Career Objectives & Special Requirements					
Willing to undertake training as appropriate	✔	✔	Prepared to support occasional functions and Centre trips		✔
Committed to ongoing personal and professional development	✔	✔			
Able to attend during civil emergencies	✔	✔			

A.F. = Application Form

INT = Interview