

# Epsom & Ewell Borough Council

## Role Profile Template

<b>Role Title:</b>	Wellbeing Daycare+ Senior Co-ordinator
<b>Job Family:</b>	Supervision
<b>Service:</b>	Community & Wellbeing Services
<b>Location:</b>	Community and Wellbeing Centre
<b>Reporting To:</b>	Assistant Venues Community Commercial Services Manager

<b>Role Purpose:</b>  <i>Why the role exists and its contribution</i>	<p>To Provide effective development management of all the functions at the Community and Wellbeing Centre.</p> <p>To manage the Centres Coordinators and Care Assistants, Community Services Team</p> <p>To market and increase the clientele, customers using the centre with the view to increase the revenue income and reducing council subsidy.</p> <p>To manage the complimentary services associated with the Community and Wellbeing Centre Community transport, Meals at home</p> <p>To increase the attendance of the specified groups older and vulnerable people in need of day care support with particular focus on the dementia hub</p> <p>As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture.</p>
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## Main Duties and accountabilities

	<p><b>Service responsibilities</b></p> <ul style="list-style-type: none"> <li>• The day-to-day responsibility for the development, promotion, marketing and management of the centre</li> <li>• To manage Coordinators, Care Assistants, Community Services Team leader Driver/Technician and Shopping Services Administrator</li> <li>• To grow the Commercial side of the services with particular focus the dementia hub-daycare Service, Community transport and meals at home.</li> <li>• To provide an agreed yearly planner of events, activities within the centre</li> <li>• To manage the enquiries for the dementia hub, day care service, client assessments and transaction into a paying customer in timescales.</li> <li>• To engage with customers to identify areas of improvement to the services offered.</li> <li>• To assist the Assistant Venues and Community Commercial Services Manager to identify future opportunities for the services offered.</li> <li>• On an annual basis, to review and confirm the venues and services fees and charges.</li> <li>• To review our competition, other providers to ensure as services are offering best value.</li> <li>• Provide personalised support to individuals, their families and carers by supporting their health and wellbeing, enabling them to live independently and improve their health outcomes. Take a holistic approach, based on the person's priorities and the wider determinants of health.</li> <li>• Co-produce a simple personalised care and support plan to improve health and wellbeing of each person, introducing or reconnecting people to the group and if needed other support services.</li> <li>• Engage with the centres Coordinators daily, co-ordinating activities and liaising with family members via email if there are any problems</li> <li>• To complete all the administration and monitoring related to the service and write up client reports daily. To maintain up-</li> </ul>
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	<p>to-date information on support services available to the clients.</p> <ul style="list-style-type: none"><li>• Arrange assessments for new clients to attend the Wellbeing Day care centre within Two working days of enquiry and make an offer to engage attendance of any new client at the centre within five working days.</li><li>• Engaging and supporting volunteers to attend and support at the centre</li><li>• Coordinate- supervise the Transport team co-ordinating Transport needs for the clients</li><li>• Coordinate-supervise the meals at home service</li><li>• To be fully acquainted with all elements of Community Alarm, Tele Care and independence living equipment within the demonstration's suite. Supporting the service as and when required</li><li>• To be able to promote the benefits of the equipment available and arrange bookings for installation visits</li><li>• Co-ordinate the shopping lists, receipts and amounts to be sent to Meals at home coordinator</li><li>• Maintain and refresh established systems and processes by keeping abreast of and responding to current and future service needs and assist with the review of relevant business processes to ensure standard administrative systems and service-related procedures continue to be fit for purpose</li><li>• Collate, record and present team data in accordance with the Council's performance measurement systems and share this as requested with other officers and members</li><li>• Carry out day to day maintenance of office equipment such as photocopiers, scanners, printers etc. and liaise with service engineers regarding service requirements.</li><li>• Ensure the team has the necessary and basic facilities to deliver the service effectively including access to files, contacts, stationery and equipment.</li></ul> <p><b>Operational Management</b></p> <ul style="list-style-type: none"><li>• To be available for on-call duties and when required, responding to alarm call out as necessary.</li><li>• To be available for on-call duties as and when required and requested to cover for other staff absences.</li></ul>
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- To manage arrangements with contract cleaning staff to ensure all areas of clean, tidy and safe. To arrange monthly meetings with the contractor to discuss standards met.
- To liaise with the facility management team to arrange sites visits by maintenance contractors as required.
- To ensure all equipment furniture and facilities are well-maintained and organise the replacement or repairs as required

#### **Health and safety**

- To have – obtain an (IOSH) qualification in Health and safety.
- To ensure all necessary policies are in place in accordance with the Councils policy and kept up to date.
- To coordinate fire alarm tests and undertake regular evacuations of the site.
- To carry all aspects of risk assessments for the services within the management responsibility.
- To write and develop method statements for each activity
- To give toolbox talks on a regular basis regarding health and safety at work or specific task given to staff.
- To carry out monthly compliance checks and reports on up-to-date risk assessments, Toolbox talk carried out.

#### **Staff management**

- To plan weekly rotas for the centre and services ensuring that all operations are covered, and after-hours callouts arranged as necessary.
- To provide regular performance conversations with all staff within this management responsibility and complete annual appraisals
- To ensure each member of the team are fully trained to carry out their duties to their role specification, Responsibilities
- To ensure all staff receive the necessary induction training and health and safety training, completing all compulsory online training and ongoing guidance within their duties as required.
- Ensure effective flow of communication within your team and sharing of information to and from other services across the council
- Organise service-related meetings including the co-ordination of agendas, attendees, minutes and room bookings

#### **Supervision**

- Day to day supervision of operations of a team to support with the delivery of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation.
- Guide, instruct, direct and enable the team to deliver high quality services that are customer centred, safe and low risk in line with relevant legislation
- Plan and organise the logistics of the team and delegate to each employee in order that agreed work schedules and key performance targets are met in a very busy and frequently changing environment.
- Use practical knowledge, experience and understanding of the work to provide helpful direction and guidance to each team member when it is needed. Evaluate & measure the performance of the team and undertake My Performance Conversations.
- Be part of the delivery team and fulfil the work schedule and key performance targets set for the service and follow procedures, industry standards and professional licences qualifications & training relevant to the work.
- Ensure the team has sufficient capacity each day to deliver by assisting in the provision of structured on the job training and induction including the use of relevant equipment or machinery.
- Take a day-to-day lead for ensuring that the team are adhering to good health and safety practice and accurately complete associated paperwork to current legislation.
- Ensure the maintenance, storage and safety of any equipment, relevant to the role including the reporting of any defect.
- Actively promote HR policy and practice to ensure good employment practices are embedded in day-to-day operations.
- Act as a conduit for communication ensuring front line employees are kept abreast of and feel able to engage with council wide activity and plans.
- Assist in the development of ideas and recommendations for doing things more efficiently recognising and furthering the feedback from the team.
- Deal with problems as they occur, taking instruction from a manager when required to ensure a speedy response.

#### **Professional Support**

- Provide support to a technical and professional service to help ensure council statutory obligations are adhered to through investigations, inspections and enforcements in accordance

	<p>with relevant legislation, codes of practice and other regulatory instruments.</p> <ul style="list-style-type: none"> <li>• To act as first point of contact for customers and resolve straightforward and complex queries.</li> <li>• Support and assist with project work.</li> <li>• To collate and present relevant data/information to enable the organisation to make informed decisions.</li> <li>• To seek, build and maintain good relationships with senior managers, business partners, other Councils and all levels of staff.</li> <li>• To manage processes within the service to ensure smooth delivery of services.</li> </ul>
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<b>The key decision-making areas in the role</b>	
	<ul style="list-style-type: none"> <li>• Day-to-day management, development of the relevant venue's facilities and operational requirements to always provide an effective service.</li> </ul>

- To develop the services with the view to reduce the needed subsidies to run a community and well-being Centre.
- Establish good relationships with internal and external contractors, staff, public, and Councilors given help and advice regarding the services offered
- To identify the needs of everyone that attends the centre
- To ensure each client has been signposted to access the services appropriate for their needs
- Evaluation and monitoring each clients each time they attend the centre.
- Identifying the correct equipment to fulfil the need of everyone attending the centre
- To ensure the continuation of each session by managing the individuals needs
- To ensure everyone has been signposted to access the services appropriate for their needs
- Engaging interviewing volunteers to attend and support the centre
- Locking up of the building at the end of the day

#### **Customers and contacts**

All staff, Councilors, Residents, Voluntary Faith and Community Groups, NHS England, , Primary Care Networks, Surrey County Council, Surrey and Boarder Partnerships, Public Health, Health Care Professionals and other Districts and Boroughs.

#### **Dimensions of the role**

**Financial**

**Non-financial**

<ul style="list-style-type: none"> <li>• Managing Budgets</li> <li>• Community and Wellbeing Centre C£</li> <li>• Community transport, transport from home C£</li> <li>• Meals at home C£</li> <li>• Total annual expenditure c£</li> <li>• Total annual income c£</li> <li>• shared responsibility for income generation and expenditure budgets</li> <li>• involved in setting and monitoring targets and budgets</li> <li>• accounting for, and an expenditure</li> <li>• setting fees and charges on an annual basis</li> <li>• overseeing business plans</li> <li>• Reducing the subsidy of the centre year-on-year</li> <li>• Manages the Direct Debits Income c£</li> </ul>	<ul style="list-style-type: none"> <li>• Supervises up to 100 clients per day</li> <li>• Managing xx staff + Volunteers</li> <li>• Converting enquiries into customers</li> <li>• Understanding customer needs</li> <li>• Meet and greet</li> <li>• Assessment bookings at the centre</li> <li>• Running small classes</li> <li>• Understanding customer needs</li> <li>• Emotional stress from the circumstances or behaviour or people by having to take a holistic approach, based on the person's priorities and the wider determinants of health.</li> <li>• Engaging and recruiting volunteers.</li> <li>• Knowledge of the Council's services that have impacts on Health and Wellbeing</li> <li>• High awareness of the impact of own decision making on customers as customer base is vulnerable.</li> <li>• Health and wellbeing regulations.</li> <li>• Health and safety</li> <li>• Checking and evaluating work of others</li> <li>• Providing training and development of the team.</li> <li>• Implementing and enforcing regulations</li> <li>• Services, Community and Wellbeing Centre, Dementia hub- Daycare, Community transport and meals at home</li> </ul>
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# Person Specification

<b>Qualifications and Training</b>	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Leadership and management experience	E	X	X
IOSH qualification	D	X	X
Good numeracy and literacy skills, with exams in English and mathematics	E	x	x
Experience of working with targeted client groups in connection with health and well-being, particularly older people	E	x	x
Demonstrable commitment to professional and personal development	E	x	x
Community services management experience	E		
<b>Knowledge and Experience</b>			
Customer service experience	E	X	X
Experience of supporting people, their families and carers in a related role	E	X	X
Experience of supporting people with their mental health	E	X	X
Ability to make informed decisions about services available to clients	E	X	X
Good organisational skills			
IT literate – Microsoft Office and databases	E	X	X
Effective communication – both written and oral	E	X	X
Ability to work with minimum supervision	E	X	X
Good inter-personal skills	E	X	X
Customer focused	E	X	X
Ability to actively listen, empathise with people and provide person-centred support in a non-judgemental way	E	X	X
Ability to identify risk and assess/manage risk when working with individuals	E	X	X
Working under pressure	E	X	X
<b>Other Skills</b>			
Problem-solving	E	X	X
Creativity	E	X	
Analytical skills	E	X	

Caring or training skills	E	X	X
Training, development, motivational skills	E	X	X
Communication skills written and oral	E	X	X
Working under pressure to deadlines	E		X
Building positive relationships internally and externally	E	X	
<b>Additional Requirements</b>			
No contra-indications in personal background or criminal record indicating unsuitability in this role	E	X	
Legally entitled to work in the UK.	E	X	X
Willingness to work flexible hours when required to meet work demands	E	X	