



JOB DESCRIPTION

TITLE OF JOB: Relief Centre Worker

SERVICE/PROJECT: Henfield Haven

HOURS PER WEEK: Various

TEMPORARY/PERMANENT: Permanent

BAND 1 NJC POINTS 11 - 17, **SALARY** £8.81 per hour, paid monthly by Automated Credit Transfer on 25th of each month.

HOLIDAY ENTITLEMENT: 27 days pro rata per annum, plus 3 extra days at Christmas and the usual statutory holidays

ACCOUNTABLE TO: Centre Manager

LINE MANAGED BY: Deputy Centre Manager

RESPONSIBLE FOR: Working as part of a team to provide support and a range of activities and services for older people at The Henfield Haven

This post is exempt from the Rehabilitation of Offenders Act (1974) and the successful applicant will be subject to a Disclosure and Barring Service (DBS) check.

For an informal chat about the job please Lorette Mackie – Centre Manager on 01273 494747



BACKGROUND & AIMS OF PROJECT

Impact Initiatives was set up over 35 years ago to support local people in need. Our original remit of 'filling the gaps in statutory services' is as relevant today as it has always been.

Today Impact manages a range of services in Sussex for all ages, the services are all designed to help people to meet their potential and have an improved quality of life. Each of our services has a specialist manager and staff team who are supported by the Impact Central Team who provide management in finance, HR, administration, IT, facilities and project development. This is a cost effective way of the services having consistent professional support and enables them to focus on the service provision.

The Henfield Haven is a lively, bright & inspiring place to be, providing activities and services that help to maintain health & wellbeing to keep mind and body active. The centre promotes 'living life to the full' through a range of joined-up services, focussed on the needs of individuals, their carer's and family supporters.

The Café is open weekdays from 10am to 4pm Monday to Friday providing refreshments, lunches & snacks, freshly cooked every day & open to everyone. A range of community activities, treatments are also available e.g. chiropody and reflexology and community trips.

Three days a week the centre provides support and inspiring individually planned activities for people with dementia or similar care needs.

The Centre is run in partnership between the Henfield Social Enterprise CIC and Impact Initiatives.

MAIN DUTIES AND RESPONSIBILITIES

1. To work as part of the team of staff and volunteers providing a welcoming, professional, vibrant and enjoyable environment at the Centre
2. To support customers and visitors to the Centre to take part in and to contribute to the development of new activities
3. To support customers with personal care at the Centre as required
4. To contribute positively to team and service user discussions on the development of the services and to be proactive in supporting the implementation of new activities
5. To act as a keyworker to a named group of members working with them to ensure they have the support needed to enjoy and benefit from their time at the Centre
6. Through key working to regularly review individual's needs with them sharing information with other staff using the relevant processes and administration systems
7. To liaise with other agencies, carers and families of members maintaining good relations and communications and promoting the services positively
8. To be aware of all service users and report any concerns to senior team members

9. To lead and participate agreed group and individual activities with service users both inside and outside of the Centre
10. To contribute ideas for the development for the services and activities at the Centre
11. To manage own workload whilst being supportive of team members
12. To help maintain the general safety and tidiness of the Centre
13. To attend regular supervision sessions, training courses and meetings as required by your Manager
14. To be aware of the needs of other workers, paid or unpaid, and contribute positively to a supportive working environment
15. To comply with and implement the Impact Equal Opportunities Policy and any specific policies and procedures designed to promote and monitor equal opportunities
16. To comply with and implement the Impact Health and Safety Policy and any specific policies and procedures relating to the specific activities on which you are employed. Generally to take reasonable care for the health and safety of all those affected by this work
17. To participate in regular supervision and appraisal meetings
18. Any other duties within the scope of this post necessary to the services, as may be reasonably requested by senior managers

PERSON SPECIFICATION

ESSENTIAL SKILLS

1. An understanding of, or experience of, dementia services.
2. A high level of enthusiasm, and commitment to reduce social isolation in older people.
3. An understanding of the issues older people may face and how they can be supported to address these.
4. Experience of running a range of activities which meet the needs and preferences of a wide range of people.
5. Ability to engage older people in activities; to encourage them to be proactive in the provision of these.
6. An ability to carry out your own role whilst being supportive to other team members.
7. Experience of working effectively with older people, supporting them to identify their needs.

8. Experience of being supportive to volunteers helping them to carry out their roles effectively.
9. Proven ability of being creative in meeting the individual needs of service users.
10. Proven ability of maintaining administrative, including accurate recording of income.
11. An awareness of health and safety requirements in a multi-purpose building and when out and about with people with low to moderate support needs.

DESIRABLE

1. Knowledge of Henfield and the local area and its existing services.