

## JOB DESCRIPTION

<b>Job Title:</b>	Wellbeing Hub Coordinator
<b>Department:</b>	Community Engagement Team
<b>Reports to:</b>	Compassionate Neighbours Project Manager
<b>Liaises with:</b>	Community Engagement Team, Rehab & Wellbeing Team
<b>Hours:</b>	xx hours per week

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### Job Summary

Working with our hugely successful Compassionate Neighbours service, this role will assist with the expansion of our weekly programme of Community Wellbeing Hubs, ensuring they are meeting the needs of our community, their profile is raised locally and the volunteers, who help run them, are supported and engaged effectively.

At the Hospice, we feel passionate about reaching more people earlier in their journey to receive our support and care, giving them confidence to live well and enjoy life to the fullest. Our Wellbeing Hubs, as a part of our Hospice Frailty service, help us to achieve this aim.

Our Wellbeing Hubs, delivered as part of our Compassionate Neighbours programme, provide a welcoming, friendly space for people to come along for a cup of tea and a chat, talk to and be listened to by one of our team members, gain information about available services, join in a seated exercise group, take part in creative and fun activities that promote health and wellbeing and feel more in control and live life to its greatest potential.

### Main Duties and Responsibilities

The post holder shall:

- Deliver the weekly programme of Wellbeing Hubs.
- Support the Compassionate Neighbours (CNs) who run each hub, recruit sufficient CNs to support each hub, ensure they have an effective rota, if needed and they are enjoying their role and contributing effectively.
- Provide each hub with sufficient refreshments, materials and supplies to deliver a variety of activities each week, keeping within the budget associated with each hub.
- Promote each hub in the local area via leaflets, posters, word of mouth, social media etc.
- Work with local community transport providers to ensure potential attendees can secure transport, if required.
- Oversee the programme of seated exercise provision at each hub, work with the Hospice team and/or local instructors to ensure seated exercise takes place at each hub.
- Record attendance at each session and ensure the CN database is updated accordingly, adding new attendees as required.

- Ensure the venues are suitable and maintain effective relationships with venue managers.
- Liaise with the Compassionate Neighbours Team to promote the project as and when required and ensure all hub referrals are processed effectively.

## **Confidentiality**

The contractual relationship between the Hospice and its employees is founded on trust. Employees will treat as confidential all information regarding the business of the Hospice, information with regard to agreements with suppliers and information gained about other employees and consultants.

## **General**

This job description is not an exhaustive list of duties, but it is intended to give a general identification of the range of work undertaken and will vary in detail in the light of changing demands and priorities within the Department. Substantive changes in the range of work undertaken will be carried out in consultation with the job holder.

## **Health and Safety**

- Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- Ensure familiarity with procedures for dealing with incidents such as accidents or fire.
- Attend fire lectures annually and take part in maintaining fire safety within the building.
- To ensure that all events are appropriately risk assessed for the safety of participants, staff, volunteers and the general public.
- Ensure risk assessments are completed efficiently for all activities related to this role.

## **Purpose and core values**

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these act as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

### ***Caring and compassion***

We will care with compassion, communicate with honesty and sensitivity, facilitate understanding and choice and ensure both respect and dignity.

### ***Accountability***

We will dedicate ourselves to safeguard and support our patients, their families, our volunteers and our staff by working to the highest professional and ethical standards.

### ***Respect***

We will respect all regardless of their ability, age, gender, race or sexual orientation and we will not tolerate prejudice of any kind.

### ***Excellence***

We will remain committed to continual learning and development to ensure we deliver excellence in all that we do.

## General duties

- To always comply with the Hospice Information security policy. Also, to respect confidentiality of information about staff, patients and health service business and in particular the confidentiality of electronically stored personal data in line with the Data Protection Act.
- It is the responsibility of all Hospice employees to fully comply with the safeguarding policies and procedures of the Hospice. As a Garden House Hospice Care employee, you must ensure that you understand your role in protecting adults and children that may be at risk of abuse. Individuals must ensure compliance with their safeguarding training.
- The Hospice is committed to a policy of equal opportunities. A copy of our policy is available from the Human Resources department.
- The Hospice operates a no-smoking policy.
- The role description gives a general outline of the duties of the post and is not intended to be an inflexible or finite list of tasks. It may be varied, from time to time, after consultation with the post holder.
- All appointments are subject to pre-employment health screening.
- It is the responsibility of all employees to ensure that they comply with the Hospice Infection control practises, as outlined in the Health Act 2008 and staff must be familiar with the policies in the Organisation's infection control manual, this includes Infection Prevention and Control Adult Hospice Policies and Safe Practice Guidance.
- All staff are required to implement infection control policies and practices, including hand hygiene, waste disposal, staff uniform and occupational health responsibilities, as detailed in the Hospice Policies.
- It is the responsibility of all staff to ensure that they have evidence of annual/or otherwise infection control training as appropriate.

NB. The role description is a reflection of the current position and may change emphasis or detail in the light of subsequent developments, in consultation with the post holder.

**"team" refers to all members of staff including volunteers.**

## PERSON SPECIFICATION

Criteria	Essential	Desirable
<b>Job Related Knowledge &amp; Skills</b>	<p>Able to demonstrate:</p> <ul style="list-style-type: none"> <li>• Excellent verbal and written communication skills</li> <li>• Good interpersonal skills</li> <li>• An ability to motivate others</li> <li>• Good organisational and planning skills</li> <li>• Computer literacy</li> <li>• Presentation skills</li> </ul>	<p>Able to demonstrate:</p> <ul style="list-style-type: none"> <li>• Understanding of Hospice Philosophy</li> <li>• Understanding of Compassionate Neighbours / compassionate communities methodology</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of supporting other staff or volunteers</li> <li>• Administrative experience</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of working in the charitable or not for profit sector</li> <li>• Working with volunteers or as a volunteer</li> <li>• Working with lonely and/or elderly people</li> </ul>
<b>Education/Qualifications</b>	<ul style="list-style-type: none"> <li>• Good standard of general education.</li> </ul>	
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Ability to work as part of a team</li> <li>• Able to demonstrate attention to detail</li> <li>• Good interpersonal skills</li> <li>• Sense of humour</li> <li>• Tact and diplomacy</li> <li>• Able to work without close supervision</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the value of teamwork</li> </ul>
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Able to work flexibly, outside of normal office hours as required, including occasional evenings and weekend work</li> <li>• Access to transport for work purposes</li> <li>• Self-starter, can manage role independently</li> </ul>	

Shortlisting for all positions will be undertaken on the basis of applicants meeting the requirements listed above. Please note that in order to be offered an interview, the applicant must meet all the essential requirements for the post.