

Job Description

About the Role

As a wellbeing assistant, your role is to provide quality personalised care and support to tenants living within extra care, helping them to live an independent and fulfilling life whilst promoting dignity, privacy, choice and promoting independence.

You will do this by enabling people to live a good life where they retain their independence and can engage in a range of activities that stimulate and interest them and promote their wellbeing. You will support people to maintain family and friend networks and social connections.

You will be supported by other wellbeing assistants plus a senior carer and a deputy manager and manager.

What do I need to be a Wellbeing Assistant?

Previous experience of working within Extra Care is not essential. It is more important to us that you share our values and that you will use them to support people who use our service to live their best lives.

- You will need to be able to communicate effectively with people who use the service, colleagues, managers and other professionals.
- We will support you with appropriate training and qualifications as required, but you will need a willingness and ability to learn.
- You will work as part of a team but will need to be able to use your initiative and make decisions.
- There will be physical, mental and emotional demands on you, for example you may sometimes be supporting people with situations where they and / or you may become upset. Some of the people you support may need help to move around, you may need to support people to use a wheelchair or maybe a hoist. You may need to support someone with their medication, requiring you to read and understand instructions and then to accurately record outcomes.
- You will be provided with full support, guidance and training but you need to be confident that you will be able to deal with these and / or other similar situations.

Key Responsibilities

You will support people with day to day living as detailed in their support plan, which may include:

- Assisting people with personal care needs such as getting up in the morning, washing, bathing, toileting, dressing and going to bed in the evening
- Supporting people to make meals, drinks and snacks
- Encouraging people to maintain household tasks such as cleaning and laundry
- Administering, prompting and/or supporting people to take medication
- Assisting people to manage their finances

You will ensure that all care and support promotes choice, is person-centred and is delivered with dignity and respect. You will develop and maintain effective relationships with tenants and their families / carers including communicating in a clear and sensitive way.

You will respond to calls for support at other Extra Care Scheme during night time shifts (using the fleet car or your own vehicle in emergencies) in line with policies and procedures.

You will ensure that all day to day activities and events that occur during your contact with people are recorded in a factual, legible and accurate way in support plans on a daily basis. You will identify and notify the manager of any changes in someone's circumstances, ensuring that this is recorded in order to understand if people's needs are being met.

You will develop effective working relationships with all team members and work as part of a multi-disciplinary team to maximise opportunities for people.

You will signpost people to support in relation to support, social and housing related matters. You will support and encourage tenants' groups to organise events and activities that encourage people to socialise and feel part of the community.

You will report any hazards or faults within the building, ensuring that any immediate concern is removed to ensure the safety, health and wellbeing of others.

You will report and record all concerns and potential safeguarding issues to the manager in a timely and efficient manner.

You will actively participate in all aspects of team meetings, supervision and appraisals process, completing all paperwork in relation to this process with the timescales required.

You will complete all mandatory training (direct learning / e-learning / workbook) and additional learning and development and outlined for your role. You will adhere to the appropriate policies, procedures and values of Persona, including wearing appropriate PPE as required.

You will work in a flexible team manner to ensure that services are delivered in line with the requirements of the Care Quality Commission (CQC) and their Key Lines of Enquiry (KLOEs).