

Active Living Wellbeing Gardener



Main purpose of job

We are the leading independent charity in Cornwall and the Isles of Scilly working to improve the wellbeing of people in later life and striving to support them to live the life they want to live.

In pursuit of this aim we've expanded the services we offer to include a Well-being Gardening service. This service aims to focus on wellbeing and connectivity with gardening activities. We are therefore seeking experienced gardeners who would love to be involved. As part of this gardening team, you will assist in making sure our client's gardens are maintained to a high standard and in line with their needs and wishes. Your qualities will include enthusiasm, friendliness and empathy. You will be knowledgeable approachable with an observant nature.

The role will include a range of practical gardening tasks within client's garden with some administrative responsibilities.

You'll also be happy to support and interact with our clients to allow them to be involved with their gardens. You will be pleased to engage with them to answer their questions, or help them with any gardening tasks they want to be involved in. You will be warmly welcomed and very much appreciated as you help us to fulfil our charitable aims.

We pride ourselves in delivering a person-centred approach and a willingness to adapt to a person's needs and wishes.

Main responsibilities

- To complete discussed and agreed gardening tasks within a client's garden professionally, timely and with care. These may include:
 - Grass cutting
 - Planting and plant maintenance
 - Weeding
 - Pruning and hedge cutting
 - Clearing paths, doorsteps & paving's
 - Shed and greenhouse tidying, clearing and cleaning.
 - Leaf sweeping
- Maintain regular communication with the Active Living Administration teams, who hold overall responsibility for coordinating and monitoring the tasks/care plans.
- To adhere and support all health and safety policies and protocols.
 - Attending training and Tool Kit talks
 - Completing relevant forms
- Support the Gardening Line Manger and Service Lead with client well-being and connectivity focus
 - Attending and supporting client gardening groups or outings
 - Contributing towards the quarterly newsletter
- To complete relevant paperwork and upload in a timely manner including checking and replying to emails.
 - Calling and booking appointments (work mobile phone will be provided)
 - Diary management (Microsoft Calander)
 - Completion of timesheets Gardening Assessments (after 4 months of service and additional training)
 - To accurately maintain records and worksheets, with full consideration to Data Protection. At all times respecting confidentiality and reporting any concerns or safeguarding issues to the Active Living Team. To use IT platforms to disclose information safely

- Ensure the service provided is of a high quality and responsive to individual client needs and wishes.

Key contacts and relationships

The post holder will be responsible to Active Living Gardening Team Lead. Other key contacts include Active Living Development Lead, Admin Lead and the Business Support Team

Job context

This post is subject to a satisfactory Enhanced Disclosure and Barring check

Travel is an essential part of the role, the postholder will therefore be required to hold a valid driving license for the UK and arrange their own access to an appropriately insured vehicle. Valid car insurance (business usage) and proof of up-to-date MOT will be required annually.

The postholder will be required to adhere to the organisations Code of Conduct and demonstrate commitment to our organisational values.

Our goal is inspiring individuals and communities to age well. We recognise that each person is an individual and we put them and their lifestyle needs at the forefront of all that we do. We believe that, by enabling a person to live the life they want, to the best of their abilities, using their own motivation to achieve their chosen lifestyle, they will attain a greater sense of well-being. This, in turn, is shown to have a positive impact on their health, reducing their dependency on formal health and social care, and helping them feel more connected to the people and activities in their local community.

Every volunteer and staff member within Age UK Cornwall & The Isles of Scilly is expected to uphold and promote these values in every aspect of their role, positively influencing and challenging attitudes and practice to enable others to adopt the same values.

Salary: £12.05 per hour

Non-Average Hours – (monthly salary for hrs worked)

Mileage expenses - 45p per mile for travel in-between clients or for any travel exceeding 10miles to and from your first or last client of the day.

Hours of Work: Agreed minimum hours are, from 1st May to 31st October, 20 hours per week, and from 1st November to 30th April, 10 hours per week, with the option for extra if needed.

The working hours can be flexible to suit your availability; to fit around an existing job, part-time course and other personal commitments. Active Living Administrators will arrange your hours and visits according to client bookings.

Office base

Community based with the requirement to work at different locations and venues.

The organisation reserves the right to require you to work at such other place of business of the organisation as the organisation may from time to time reasonably require.

The above description is correct as of June 2024. The postholder is expected to undertake duties relevant to the role, some of which may develop and change over time. Therefore, this job description will periodically be reviewed and amended in consultation with the post holder.

Print Name Signed Date

Key Competency and experience

	Essential	Desirable
Experience:	Working within a horticultural environment gaining general gardening skills	Working with older people to understand possible health and social issues that may arise
	Working within a domestic garden setting to gain experience delivering customers wishes and managing customer expectation	Discussing 'method statements/task plans with customers and planning your workload in a timely manner.
	IT experience in order to access client information, participate in online training sessions and team meetings.	Experience in care / community work including working with people with dementia
		An understanding or experience with Safeguarding processes
Skills & attributes	Ability to offer a high-quality Active Living gardening service and understand the importance of customer retention	To have a genuine love of gardening and the outdoors
	Friendly and caring nature with a commitment to understanding the needs of the people who use the service	Understanding of running/working within a business setting and understanding the importance of striving for continuous improvement and acting on feedback.
	Skill and ability to meet the training requirements of the post via inhouse, external or E-learning methods.	
	Skill and ability to always conduct yourself in a professional and considerate manner, providing excellent customer service as part of an integrated experience	
	Good verbal skills Appropriate written communication skills.	
	Ability to form positive and constructive working relationships with colleagues, volunteers and the people who use our services	
	Willingness to learn IT systems on work mobile phone for emails, rota's and general communication	
Knowledge:	Understanding and adherence to the organisation's Accident and Emergency Procedures	
	Understanding of and adherence to organisational Code of Conduct, and relevant policies including but not limited to Data Protection & Confidentiality, Safeguarding, Health & Safety and Fair treatment	
	Full understanding of the confidentiality requirements of the role; acting within the organisation's policies and procedures, and the protocols of the team.	
	Full Understanding and adherence to the Active Living Support Assistants Standards & Guidelines	

	An understanding of, and interest in the people who access our services, their situations and the opportunities they may want and/or need	
Other	Attending and achieving the required standards of training, including mandatory training. E-Learning and update sessions	To gain a waste permit from the Refuse Centre if you agree to waste to an appropriate site. This is free and can be obtained from the government website.
	Ability to travel independently to various clients' gardens, arriving on time to meet the needs of the service	
	Competence with machinery/equipment use and maintenance	