

# Hub Support Assistant

## Main purpose of job

To enhance the lives of older people by offering a high-quality service in the Active Living Hubs, creating a stimulating and welcoming environment that provides a holistic day activity, responsive to individuals' needs, encourages independence and well-being and supports a vibrant and sustainable local presence. To offer a user-focused service, ensuring good practice, confidentiality and integrity at all times.

To support the Hub Manager in actively involving people that use day services in decision making and the planning of initiatives which enhance their lives. Encouraging and empowering individuals to participate fully in their communities and come together to enable their voices to be heard and recognised.

## Main responsibilities

1. Provide and facilitate holistic support in accordance with their individual wishes & circumstances, the care plan of the individual, and with full attention to good practice, cleanliness and considerations of others.
2. Facilitate and participate in activities designed and responsive to the needs of the individual clients. These activities should be designed to:
  - promote physical and mental well-being
  - enhance social and communication skills
  - maintain or increase independence
  - encourage self-help and self-advocacy
  - maintain or increase mobility
  - help prevent the deterioration of mental or physical abilities
  - include wide social interaction
3. Complete and review holistic assessments, care plans and risk assessments.
4. Ensure the day service provided is of a high quality and responsive to individual client needs by participating in regular service reviews and regularly seeking feedback from people that use the service.
5. Carry out any other duties as required by the Hub Manager, which are consistent with the duties and responsibilities of the post.

## Key contacts and relationships

The post holder will be responsible to the Hub Manager.

## Job context

This post is subject to a satisfactory Enhanced Disclosure and Barring Service (DBS) check with Adult barred list check.

Travel is an essential part of the role; the post-holder will therefore be required to travel independently to various day service venues in order to fulfil the requirements of the role.

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.

*The above description is correct as of Jan 2025. The post-holder 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.*

Signed ..... Date .....

## Person Specifications

Key competencies, skills and experience	Essential	Desirable
<b>Qualifications</b>		
Level 2 in Adult Care worker or equivalent experience		X
<b>Experience</b>		
Experience of engaging positively with a person	X	
IT experience in order to access client information via a safe and secure file sharing and transfer service and in order to participate in online training sessions and meetings as required (reasonable adjustments will be considered)	X	
Care planning & risk assessing		X
Experience in care / community work including working with people with dementia		X
Safeguarding referrals		X
<b>Relationships</b>		
The ability to communicate effectively with a wide range of people including people of all ages, staff and volunteers	X	
<b>Equality and Diversity</b>		
Experience of working face to face with vulnerable and disadvantaged people in a range of settings		X
An understanding of, and interest in the people who access our services, their situations and the opportunities they may want and/or need	X	
<b>Skills and Knowledge</b>		
Skill and ability to meet the training requirements of the post, including but not limited to data protection, health & safety, infection control, moving and handling, safeguarding, first aid, risk assessing and food hygiene; and skilled in applying this learning to all interactions with people who use the service	X	
Ability to offer a high-quality Hub service and understand the importance of customer retention	X	
Ability to facilitate integrated, holistic and personalised care which is responsive to the needs of the people that use the service	X	
Skill and ability to conduct yourself in a professional and considerate manner at all times, providing excellent customer service as part of an integrated experience	X	
Excellent verbal and written communication skills.	X	
Ability to form positive and constructive working relationships with colleagues, volunteers and the people who use our services	X	
Understanding of importance of infection control and PPE use; adherence to using and disposing of PPE correctly – Masks, Gloves & Aprons	X	

Understanding and adherence to the organisation's Accident and Emergency Procedures	<b>X</b>	
Full understanding of the confidentiality requirements of the role; acting within the organisation's policies and procedures, and the protocols of the team.	<b>X</b>	
Understanding of and adherence to organisational Code of Conduct, and relevant policies including but not limited to Data Protection & Confidentiality, Safeguarding, Health & Safety and Lone Working	<b>X</b>	
<b>Qualities</b>		
Friendly and caring nature with a commitment to understanding the needs of the people who use the service	<b>X</b>	
Commitment to continuous personal development, attending and achieving the required standards of training, including mandatory training. E-Learning and update sessions	<b>X</b>	
Positive and good-humoured can-do solution focused attitude	<b>X</b>	
Self-autonomous and used to taking personal responsibility	<b>X</b>	
<b>Other</b>		
A Disclosure and Barring check satisfactory to the organisation	<b>X</b>	
Access to own transport and ability to travel across the locality on a regular basis, including to visit people in their own homes, arriving on time to meet the needs of the service	<b>X</b>	
Willingness to work flexible hours when required to meet work demands	<b>X</b>	