

Role Description

Role:	Assistant Manager - Day Services
Hours:	37.5 hours per week (8:30-4:30 Mon-Fri) We offer opportunities for flexible working. Part-time / job share may be possible.
Salary & benefits:	£28,500-31,500 per annum 25 days annual leave plus public holidays (pro-rata) Pension scheme Group life assurance scheme
Responsible to:	Day Services Manager
Staff reporting:	Volunteers and students in day services. Day service staff, including transport and kitchen staff in the absence of Day Service Manager and/or for day-to-day logistics.
Location:	Raleigh House, 14 Nelson Road, New Malden. You may on occasion be required to work at our other site in Kingston.
Context:	<p>Staywell provides a range of services for older adults in Kingston borough. We aim to be a leader in our field of work, delivering outstanding services. We are committed to increasing access to all Staywell services, particularly people considered harder to reach, and under-represented people living in our community.</p> <p>Staywell's day services play a vital role in helping and supporting older adults, including those living with dementia, to live independently in their own homes and provide valuable respite for unpaid carers.</p> <p>Currently our largest centre, Raleigh House, is open 5 days per week.</p>
Role purpose:	<p>To assist the Day Services Manager in all aspects of the planning and day-to-day provision of day services at Raleigh House, working flexibly to meet the needs of all stakeholders.</p> <p>Your role will be integral to the successful delivery and safe operation of effective and robust day services, including transport, and to the development and delivery of high-quality, engaging and appropriate activities within the day centre.</p> <p>To work as part of an integrated Staywell team ensuring that customers are provided with easy access to the full range of services Staywell offers.</p>

Main duties & responsibilities:

Duties and responsibilities of the post will vary according to the priorities of organisation, and may include, but not be limited to:

- 1) To actively promote the independence, wellbeing and quality of life of all day service users, putting their experiences at the heart of the service.
- 2) To support the Day Services Manager in the planning and day-to-day operation of Staywell's day centres, predominantly Raleigh House, as well as their continued improvement.
- 3) To promote the creation of a lively, friendly and varied atmosphere in centres, including sourcing, devising, leading and facilitating activities.
- 4) To be an excellent role-model and effectively lead the day services team of centre staff, drivers, kitchen staff and volunteers to ensure that operations run smoothly, professionally and safely in conjunction with the Day Services Manager.
- 5) To communicate effectively with visitors including external service providers, ensuring protocols are followed and high professional standards are maintained.
- 6) To deputise for the Day Services Manager in their absence
- 7) To work with the centre and outreach team in developing ideas, activities, and arranging outings and events, including promotional and fundraising events, and to participate in these as required.
- 8) To process and assess potential new service users, organising viewings and taster days, and take a leading role in ensuring new service users have a good experience when visiting the centres.
- 9) To manage and oversee the provision of daily transport needs for service users, including ensuring safe and high-quality in-house transport and aiding in accessing alternative transport where appropriate.
- 10) To attend training, disseminating learning to the team and implementing new practises pertinent to the role to ensure continued professional development.
- 11) To assist with record keeping, monitoring and evaluation processes, and any administrative tasks as may be necessary using our digital IT and telephone systems including our CRM (training provided).
- 12) To develop a broad understanding and keep up to date with the other services provided by Staywell in order to make internal referrals where appropriate.

General

- All staff are expected to support equality of opportunity and equity of treatment of colleagues, whether employed or volunteering with the organisation.
- All staff are expected to help maintain a safe working environment, observing and undertaking relevant training in health and safety requirements.
- All staff are expected to participate in required training and team meetings which may on occasion fall outside their usual hours of work.
- It is the responsibility of all staff to ensure data security. All staff are responsible for the confidentiality, integrity and availability of all data to which they have access in the course of their work.

This job description reflects the core activities of the role and as the post holder develops and the organisation develops, there will inevitably be changes in the emphasis of the duties. It is expected that the post holder will recognise this and adopt a flexible approach to work and be willing to participate in training. The post holder may be required to perform duties other than those given in the job description and particular duties and responsibilities attached to the post may vary from time to time.

Staywell reserves the right to change the contents of this job description to meet the changing needs of the business, but it is a correct reflection of the duties of the post at the time of writing.

Please note a DBS (Criminal Records) check will be required for this role.

Person Specification:	The appointee will be working in collaboration with a variety of stakeholders, including those with additional mental and physical health needs. The environment can, at times, be unpredictable and challenging. As such, communication skills and professionalism are paramount, as well as an ability to promote and foster a positive environment.
Experience:	<ol style="list-style-type: none"> 1) Demonstrable experience of working with people with health and social care needs. 2) Demonstrable experience of effectively supervising staff and/or volunteers. 3) Experience organising events or activities for groups of people from conception to delivery.
Aptitude/behaviour:	<ol style="list-style-type: none"> 4) Resourceful, proactive and solution focused, using initiative to solve problems. 5) Positive, cheerful and outgoing in nature. 6) Reliable, punctual and honest. 7) Adaptable and flexible, with a desire to continually improve. 8) Willingness to undertake a wide variety of duties (with support) as necessitated by the needs of the charity.
Skills & abilities:	<ol style="list-style-type: none"> 9) Ability to effectively communicate with a variety of stakeholders by telephone, in person or online as appropriate. 10) Ability to empathise and communicate with older people and treat service users with courtesy and respect. 11) Ability to be discreet and to maintain client confidentiality. 12) Ability to work on own initiative, remain calm under pressure and prioritise a range of tasks. 13) Ability to demonstrate strong interpersonal skills, to work cooperatively with a line manager or in a team, motivating others and building strong working relationships. 14) Ability to demonstrate commitment to the aims and values of Staywell. 15) Ability to work with Staywell's digital systems to the required level of competence (training provided) and possession of essential digital skills. 16) Ability to demonstrate commitment to the principle and practice of equal opportunities, and commitment to enabling people to achieve their potential.
Knowledge & awareness:	<ol style="list-style-type: none"> 17) Awareness of the aims, objectives and values of Staywell. 18) A broad understanding of the needs of older people who are living in their own homes, including those living with dementia (training provided). 19) A broad knowledge of, and commitment to, the principles of equal opportunities. 20) Awareness of health and safety and data protection law (training provided).
Qualifications:	<ol style="list-style-type: none"> 21) You will need to undertake and maintain qualifications in manual handling, first aid and food hygiene: possession of these qualifications is an advantage.
Other desirable requirements:	<ol style="list-style-type: none"> 22) Flexibility to work occasional additional hours if necessary. 23) A full driving licence and the use of a vehicle for work is an advantage.