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# Recruitment information

## Job description and person specification

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<b>Your title</b>	Centre Assistant, Centres for the Community (18 month fixed term)
<b>DBS check</b>	<p>This post requires an enhanced DBS certificate in the adult workforce including a check of the adults' barred list.</p> <p>Aspects of this role that require this level of check are around lone working with elderly and vulnerable clients within the Community. Closely working with people with mental health or physical disabilities that are vulnerable.</p> <p>Please, refer to the Safeguarding Vulnerable Groups Act 2006 Schedule 4 Part 2 paragraph 7.</p>
<b>Post number</b>	NEW
<b>Your team</b>	Community Services
<b>You would be based</b>	At any of the Centres for the Community
<b>Your line manager</b>	Centre Managers and Senior Centre Managers

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## About the role

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You will help to put a smile on the face of Elmbridge residents who use the services provided by our Centres for the Community.

Centres promote an active and full life for residents, operating at the heart to their local communities, and offering a vital and attractive range of services with a focus on well-being, social and leisure activities, and opportunities to learn new skills.

Through your friendly, welcoming and flexible approach you will provide care and support for all users of our Centre's services, and particularly older people and people with learning difficulties.

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## The main purpose of the role

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- To assist and support older people who use the Centres.
  - To assist and support with providing a service that is user centred.
  - To assist and support with current and new centre activities ensuring they are run on their allocated days.
  - To assist and support in the development of Centre's services for people with disabilities.
  - To carry out duties in accordance with Centre's operating policies and procedures.
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## Specific duties and responsibilities

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- Welcome new users to the Centres and help maintain a caring and comfortable environment.
- Establish and maintain effective relationships with the users of the Centre's services, and any family members and / or professionals involved in their care.
- Assist users of the Centre's services with their mobility, including escorting them on and off Community Transport.
- Assist with serving lunches and refreshments.
- According to the needs of individual users, deliver a range of programs to provide social education, self-care, independent living skills and opportunities for employment.
- Provide users who have disabilities with instruction in specific and relevant skills to enable them to achieve their full potential.
- Identify and acknowledge any problems / needs of users of the Centre's services, discussing these with the Centre Manager.
- Maintain support plans for identified users.
- If required organise and accompany users on organised outings.
- Develop stimulating and interesting activities for users.
- Attend team, service area, corporate meetings and training courses, which may take place away from the Centres.
- To be aware of any safeguarding issues, reporting observations and concerns to the Centres Manager.

- To apply the principles of first aid when required within a Centres and on outings, completing Accident reports as appropriate.
  - Work across all 6 centres at Walton, Cobham, Molesey, Claygate, Weybridge and Hersham as required by the centre managers
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## **What's missing?**

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Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on-board other tasks from time-to-time, in keeping with your role of course.

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## **Your conduct**

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We always expect the highest standards of conduct from our employees and you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

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## **Equal opportunities**

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We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

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## **Health and safety**

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We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

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## **Personal and sensitive data**

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You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

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## **Talent development**

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We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

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## Confidentiality

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We are committed to maintaining privacy of all staff and customers. We expect all staff to handle all individuals’ personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

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## Person specification

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**Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.**

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

**What you need to tell us on your application form:**

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

**Centre Assistant**

**Post no: NEW**

**Team: Community Services**

**Hours: 36**

**Salary: S1 – S2 (SCP8 -13)**

**Car allowance: C4, occasional user**

**£23,246 - £24,968 (plus pay award from April 2024)**

## Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
1	Educated to GCSE (or equivalent) in English and Maths	D	A, I
2	First aid at work or willing to obtain	E	A, I
3	Evidence of training within a social care or health related field, e.g. NVQ	D	A

## Experience

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
4	Working with older people, adults with learning disabilities and carers	D	A, I
5	Experience of working as part of a multi-disciplinary team	E	A, I
6	Experience working with volunteers	D	A, I

## Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
7	Ability to communicate with older people, people with disabilities, and carers	E	A, I
8	Ability to work as a member of a team	E	A, I
9	Ability to be pro-active	E	A, I
10	Ability to work in partnership with other professionals and social care agencies	D	A, I
11	Knowledge of community care	E	A, I
12	Ability to produce reports and maintain social care records	D	A, I
13	Ability to work under pressure and on your own initiative	E	A, I
14	Adaptable and flexible approach	E	A, I
15	Confidentiality and discretion, with the ability to know when to escalate issues and concerns	E	A, I

## Special requirements

No.	Key requirements	Desirable/	To be tested by:
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		<b>essential</b>	<b>Application1 (A) Test (T) Interview (I)</b>
16	Self-motivated and enthusiastic, with a friendly and caring attitude	E	A, I
17	Be prepared to work evenings and weekends, if required	E	A, I
18	Ability to develop good working relationships with a large number of people in different settings	E	A, I