Wellbeing Assistants Role

Role Summary

Wellbeing Teams do whatever it takes to support people to live well at home and be part of their community. We challenge the loneliness, boredom and helplessness that many older people experience, and support people to feel connected, to contribute, be active and have purpose, their own way. Wellbeing Teams use their head, heart and hands to support people and bring our values to life.

Our values are: Compassion, Responsibility, Collaboration, Curiosity, Creativity and Flourishing.

Wellbeing Assistants support the Wellbeing Teams by providing cover for leave and other times. We see it as an opportunity to ‘try before you buy’. To be a Wellbeing Worker you have to be skilled at delivering compassionate, person-centred and safe care, and self-management. The Wellbeing Assistant role is a way to deliver compassionate, person-centred and safe care, and understand the way we work. You may then decide that you want to try self-management too, and apply to become a Wellbeing Worker, or you may decide that staying as a Wellbeing Assistant suits you well. Most of our Wellbeing Assistants have a part-time job, or are students and do shifts with us to earn extra income. This role gives you the flexibility to work around other commitments, as it is a zero hours contract.

The Wellbeing Team works in shifts. The shifts are around 6:30 a.m. - 2 p.m. and 4 p.m. - 10 p.m. (with some flexibility of up to an hour either side). We need Wellbeing Assistants to have availability for some of the early or the late shifts and at weekends. This could be that you are available for three or four shifts a week, and we may ask you to do two or three most weeks (or more if you have capacity).

We will phone and ask if you are free to cover a shift and this can be at short notice. You are under no obligation to take a shift, however if you turn down 3 consecutive shifts we will have a conversation with you about whether we both still feel that this role is for you. When we are recruiting new Wellbeing Workers we give the first opportunities to Wellbeing Assistants who we think would be great at self-management.

We need Wellbeing Assistants to be able to drive and have access to a car, or to be prepared to use the electric bike that is stored at the Hub.

What we ask of you: what would you actually do as a Wellbeing Assistant?

1. Develop great relationships with people using our services and colleagues, treating everyone with respect, kindness and generosity.
2. Provide compassionate, safe, person-centred care to help people live well at home, in the way that the person wants. This will include help with personal care (for example getting in and out of bed, washing, bathing, dressing), providing meals, support with taking medication, looking
after the home, and getting out and about. Whatever the person needs, when they need it, in the way they want it (as described in their care and support plans).

3. Record information about each visit through our Learning and Communication Logs.

4. Work within our policies and procedures described in our ‘How we Work’ booklet.

5. Be respectful of people’s homes and possessions, and any equipment.

6. Keep in touch with us through the Slack App, and check for any information updates on the people you will be supporting before you start a shift.

7. Stay connected with the Wellbeing Trusted Assessor, and share anything that you are concerned about (and good news stories!) and problem-solve together.

What we promise you

1. We provide you with all the information you need to do this role, through our Apps Mobizio and Slack, and with our booklet ‘How we Work’.

2. We provide you with our Wellbeing Teams bag, and Personal Protective Equipment, a First Aid Kit and hand sanitizer.

3. We provide you with our smart Wellbeing Workers Jacket and fleece. We ask that you return the bag, jacket and fleece if you decide not to work with us anymore.

4. We provide you with support, through your link with the team, the Wellbeing Trusted Assessor, and a Help Desk.

5. You will have a 30-minute support session every six to eight weeks with the Wellbeing Trusted Assessor to talk about your performance, wellbeing and to problem-solve together.

6. If you are covering weekly shifts for us we will provide you with a smart phone and data allowance (at the discretion of the Wellbeing Leader).

7. You will have a range of opportunities to advance your career – starting with the opportunity to become a Wellbeing Worker is you want to and if we see your potential to be part of a self-managed team.

8. You will see the impact and difference you make

9. You will be part of changing the future of care

How you become a Wellbeing Assistant

We start with a conversation, so we can learn about you and you can ask any questions you have about the role. We then ask you to complete our application pack, and develop your one-page profile (we provide everything you need to do this) and complete our on-line assessment (this is easy to do).

Then we spend an hour with you looking at values questions and sharing different scenarios that happen, to find out how you would handle them, and for you to ask us questions. If we still both
think we are a good fit, we ask you to go and shadow a Wellbeing Worker to see how this all works in practice, and if that goes well we offer you the role (subject to references and DBS).

Your training is then a combination of e-learning, on the job training over three more shifts (we pay you for these training shifts) and making sure you are trained in moving and handling, medication and first aid. We then give you your contract and warmly welcome you to Wellbeing Teams.