

**Job Title: Hub Club Activity Support Worker**

**Job Purpose:**

To support customers to access an interesting and varied range of social and practical activities which provide opportunities for socialising and skills development ensuring a responsive and efficient service with a strong emphasis on outstanding customer care.

To be pro-active in contributing to the overall strategic aims of the organisation and supporting with the day to day administrative tasks.

**Specific Duties:**

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| **Communication and Support** |
| * Provide practical hands-on support and group instruction to enable customers to participate within a range of activities. Lead ad-hoc activities on a cover basis.
* Put forward suggestions for new activities and assist with planning and sourcing activities. Facilitate the delivery of those activities which promote self-reliance and independence Encourage customers to participate in new pursuits.
* Engage with customers and offer support as required to access chosen activities. Be accessible, approachable and sensitive to their needs demonstrating respect and dignity at all times. Mediate between customers as and when required.
* Identify customer’s activity needs and wishes through observation and discussion. Feedback any concerns to the centre.
* Communicate effectively with customers, volunteers, their families / friends, and other staff members.
* Undertake first aid duties as required.
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| **Administrative Support** |
| * Provide a welcoming reception service, efficient administration and the maintenance of accurate attendance records.
* Collect and record customer payments ensuring that cash is stored securely and banked regularly. Operate the petty cash process as instructed by the Finance Manager ensuring accurate record keeping at all times.
* Offer a responsive service to new enquiries. Gather all relevant information, including funding, and liaise with the centre management team to agree all placements where a funding package is in place.
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| **Personal Accountability** |
| * Act professionally and work co-operatively as a member of a staff team and contribute to a culture of open communication, to include constructive feedback for self and colleagues.
* Participate in staff meetings as required making a constructive contribution.
* Comply with all health and safety policies and procedures and protect the health, safety and wellbeing of customers and colleagues. Maintain the environment to a high standard at all times and follow all Boys Club guidelines in relation to safety and security of the location. Be a change agent, constantly reviewing service delivery in conjunction with other Hub Club staff and centre management team.
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| **Additional Requirements:** |
| * Attend all training courses as directed and be responsible for maintaining and improving own knowledge and skills through experience and training.
* Adhere to Apuldram’s Policies and Procedures.
* Be willing to work flexibly in order to meet the needs of the service.
* Undertake any other duties that reasonably fall within the scope of the job role as and when required to ensure the safe and smooth running of the Service.
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**Person Specification**

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| **ESSENTIAL** | **DESIRABLE** |
| Good general standard of education to include numeracy, literacy and IT skills GCSE Grade C or equivalent | NVQ level 2/3 in careExperience of working in an admin role  |
| Commitment to learning, training and professional development | First Aid training |
| Discreet and able to maintain confidentiality | Understanding of the Mental Capacity Act |
| Previous experience of working in the charity sector / working with adults with a learning disability  |  |
| Experience and knowledge of craft / social activities  | Instructor / coaching accreditation  |
| Friendly and engaging personality | Full driving licence and car owner |

**Key Competencies Required for the Role:**

* Ability to communicate effectively with a range of people using interpersonal and influencing skills
* Ability to work flexibly and creatively with customers with a learning disability
* Ability to maintain confidentiality
* Ability to complete and maintain accurate records