# Job Description

**Role:** Wellbeing Coordinator.

**Reports to:** Deputy Manager

**Accountable to:** Registered Manager

### Purpose of the Role

To support people living at Crelake House to enjoy meaningful, fulfilling days through activities, relationships and opportunities that reflect their interests, preferences and abilities.

To promote choice, inclusion, independence and wellbeing in line with individual care plans, the home's policies and KIND values.

### Key Responsibilities

#### 1. Person-Centred Engagement

- Get to know each individual's interests, life history, routines, abilities and preferences.
- Support people to make choices about how they spend their day and respect their right to decline activities.
- Ensure people who remain in their rooms or prefer quieter interaction have opportunities for meaningful engagement.
- Adapt activities and communication to individual needs, including those of people living with dementia.
- Encourage everyday interests, social connections and participation in home and community life.
- Respect individual consent and choices, seeking guidance where there are concerns about decision-making or restrictions.

#### 2. Planning and Delivering Activities

- Plan a varied programme of meaningful activities with input from people living in the home, families and colleagues.
- Prepare materials, spaces and equipment in advance and check relevant risk assessments.

- Organise and facilitate individual and group activities, adapting them as needed.
- Keep the activity noticeboard and programme current, clear and accessible.
- Promote activities through personal invitations, reminders and communication with care staff.
- Work with senior staff when an activity requires support from the wider team.
- Explore new ideas, community opportunities and suitable resources, following agreed spending arrangements.

**3. Recording, Feedback and Review**

- Record participation, duration and relevant observations on PCS accurately and promptly, including one-to-one engagement.
- Note what people enjoyed, declined or found difficult, using factual and respectful language.
- Seek feedback from people living in the home and use this to adapt activities.
- Participate in regular activity planning and review meetings, identifying patterns in participation and opportunities for improvement.
- Share relevant observations with care staff to inform individual care planning and wellbeing support.

**4. Meal Preparation and Service**

- Visit each person to discuss and record their lunch and evening meal choices, respecting individual preferences and dietary requirements.
- Prepare Apetito meals for lunch and evening meal using the designated ovens and following the manufacturer's instructions and the home's procedures.
- Follow food safety and hygiene procedures, including relevant checks, safe handling and cleaning of equipment and work areas.
- Follow individual dietary requirements, including allergies, texture-modified diets and meal choices, in line with the information provided.
- Portion, plate and present meals attractively, ensuring that presentation and serving arrangements meet individual needs.

- Communicate promptly with the person in charge about missing meals, equipment problems, dietary uncertainties or food safety concerns.
- Undertake these duties only after receiving the required instruction and training.

**5. Safeguarding, Safety and Reporting**

- Recognise and promptly report concerns about safeguarding, health, behaviour or wellbeing to the person in charge.
- Report accidents, incidents, near misses and unsafe practices in line with the home's procedures.
- Follow relevant risk assessments, infection prevention and control procedures, and health and safety requirements.
- Use equipment and resources responsibly and maintain safe, tidy work areas.

**6. Communication and Teamwork**

- Build positive relationships with people living in the home, their families, visitors and colleagues.
- Work with care staff to support meaningful activity throughout the day, not solely during planned sessions.
- Share relevant information at handovers or with senior staff as appropriate.

**7. Professional Conduct and Development**

- Work in accordance with Crelake House's KIND values, policies and procedures.
- Maintain professional boundaries and treat everyone with respect.
- Attend required training, supervision and appraisal and seek guidance when needed.
- Maintain confidentiality and appropriate professional boundaries.

**8. Additional Duties**

Undertake other reasonable duties consistent with the Wellbeing Coordinator role, as required to support the safety, wellbeing and day-to-day quality of life of people living in the home.