

<b>Job title:</b>	<b>Hub Supervisor</b>
<b>Directorate:</b>	<b>Operations</b>

### **Purpose of job**

Deliver our landlord responsibilities across a number of locations within our Hubs including Extra Care, Assisted Living and Connected Living schemes. Ensure customers receive their contracted welfare contact, manage the Health and Safety checks across relevant buildings and provide activities for customers. When appropriate, act as the interface between the customer and the care provider and or the customer and the alarm monitoring service. Refer customers to services within and external to Abri where these services might meet an identified need.

### **Key duties and responsibilities**

- Induct new customers, ensuring they know what is available, how services work and how welfare contacts will be conducted. Complete all processes accordingly and ensure information is appropriately shared and stored in line with legislation.
- Manage the alarm system and respond to customers accordingly handing over to Eldercare or the Care provider for breaks.
- Build and manage relationships with care providers, for example: social workers, pharmacists, GPs, partnering agencies, volunteers and community organisations, providing services or activities for customers to promote the wellbeing of customers living in our buildings. Ensure good local knowledge is available across the Hub so that customers can be signposted to where their needs can be met. Take a lead on promoting education events for customers which promote inclusion and health and wellbeing.
- Plan and deliver a range of activities which promote social inclusion and wellbeing. Work to build customer committees to help shape a diverse range of events which are customer led. Where possible, recruit volunteers to support the delivery of events. Market the events across the wider Hub.
- Complete all risk assessments, tests, welfare contacts and evacuation protocols in line with agreed schedules and reporting processes and ensure all information about our customers is shared and stored securely and within legislative requirements.
- Escalate any safeguarding or wellbeing concerns about our customers to the Hub Delivery Manager in line with policy and procedure. Discuss concerns with the Hub Delivery Manager
- Ensure all Health & Safety inspections of buildings and equipment are completed in line with agreed schedules and legislative requirements and are recorded appropriately.
- Escalate any Health & Safety concerns and repairs, faults and estate maintenance / management issues.

### **Knowledge, skills and experience required**

- Ability to work within systems and procedures and record information accurately.
- Willingness to undertake training and personal development and then demonstrate the learning in practice.
- Experience of delivering services to older people.
- Experience of health and safety and risk management processes.
- Working with volunteers and or residents' committees.
- Confident in the use of Microsoft Office and Outlook software.
- Demonstrate our Values and Behaviours.