

## JOB DESCRIPTION

**Name of Employee:**

**Position Held:**

Activities Co-ordinator

**Minimum Hours Worked:  
(net of breaks)**

35 hours per week - (*Additional hours are available for this position and will be discussed and agreed upon during your interview*).  
Including 1 Saturday and 1 Sunday a month

**Care Home:**

**Date employment commenced:**

**Reporting to:**

Home Manager

### Introduction

Jasmine Healthcare is a privately owned group, which currently operates six care homes for the elderly, but with significant expansion plans for the future in line with its mission.

Whilst we aim to be a profitable company and provide shareholder returns, this is primarily to allow us to achieve our mission:

*By prioritising **our people**, our mission is to provide the **highest standards of care** to as many elderly residents as possible*

The key aspects of our mission are:

- 1) **Our people** are fundamental to Jasmine and our success in achieving our mission. Jasmine is totally focussed on recruiting the best people, then giving them the best inductions and training, and constantly engaging with our team. We also believe in rewarding and incentivising everyone in the Jasmine team for their contribution to us exemplifying our values and achieving our mission and objectives. We regularly do team surveys to monitor the engagement and wellbeing of our team. We are also absolutely committed to providing great training, and consequently aim for over 60% of our team to have a Diploma in Care or equivalent, and to complete as much additional training as possible.
- 2) To provide the **highest standards of care** is not just a cliché, we are totally committed to doing whatever is required to ultimately get all our homes to be rated as Outstanding with CQC. In order to achieve this we have our own rigorous internal audit and compliance process, which results in all our homes having their own Jasmine Compliance Report (JCR) and Jasmine Compliance Score (JCS) every month. We also do regular Quality Assurance exercises and put significant emphasis on carehome.co.uk reviews
- 3) To provide the highest standards of care **to as many elderly residents as possible**. This means that we have a positive impact on the lives of more team members (as we will employ more people) and more residents (and their relatives). We will achieve this by both

maximising occupancy in our existing homes, and by purchasing one new care home every year and doing one major extension and refurbishment project each year.

Jasmine measures its success against its mission through the achievement of its primary aims, which are as follows:

- 1) For all our homes to have a team turnover rate of less than 30% per year
- 2) For over 60% of all our team to have a Diploma in Care Qualification
- 3) For all our homes to be rated Good or Outstanding by CQC and all other Regulatory bodies
- 4) For all our homes to have a Jasmine Compliance Score (JCR) of over 80% at all times
- 5) For all homes to have a [www.carehome.co.uk](http://www.carehome.co.uk) Rating of over 9.5 out 10.0
- 6) For all our homes to be over 95% occupied, so that as many residents as possible can enjoy our high standards of care

Jasmine continually strives to improve its performance against these Aims, and believes an important contributor to its success is all its team exemplifying the Jasmine Values (see below).

### **Job Purpose**

To organise and deliver social activities and an activities programme tailored to the needs of our residents, to provide a wide range of activities to interest and stimulate the physical and mental state and well-being of our residents and to be proactive in organising fund raising events.

### **Objectives of Role**

Your role at Jasmine comes with defined objectives that focus on key areas of accountability. These objectives are designed to ensure that you are contributing to Jasmine's Mission and Aims and your team's success. Each year, your achievement of your objectives will be discussed in your one to ones and will contribute to your end of year appraisal rating and pay review.

<b>Objectives</b>	<b>Allocation (%)</b>
To ensure that each resident has at least one meaningful activity recorded on CareVision each week in line with the dignity audit	25%
Ensure that at least 12 reviews are written by residents and relatives on the <a href="http://www.carehome.co.uk">www.carehome.co.uk</a> website with all scoring five stars for the category "Activities"	25%
Monthly Newsletter to be completed by the 5 <sup>th</sup> of every month at the latest. To be saved on the J Drive and for this to then be uploaded to FaceBook, displayed around the home for Residents and Relatives to read, and emailed to NOK Weekly Activity Calendar is uploaded to FaceBook each week and is visible around the home at points where Residents and Visitors can see what is planned Post interesting and homely Activities on FB on a Daily Basis	25%

To act as an Ambassador for the home (Jasmine Value 9) including Fund Raising so that our residents can enjoy additional social events to help meet their physical and emotional needs. All fundraising will be matched £ for £ by Jasmine to support this. To also raise the profile of your home in the outside community to show off the great care it provides	25%
<b>Total</b>	<b>100%</b>

## Incentives

Given what a fundamentally important role this is to the success of Jasmine, the following are offered in addition to a competitive market salary based on experience:

- ✿ Salary – We pay top quartile market salaries
- ✿ Pay Rises – Annual Performance related pay increases of up to 8% in addition to any cost of living increase
- ✿ Holiday - 28 Days including Bank Holidays
- ✿ Pension – We encourage everyone to sign-up for our NEST Pension Scheme, which we contribute 3% of salary to
- ✿ Bonus Points – These are exchangeable for various vouchers or cash (with all tax paid by Jasmine) via PayPal, and are earned by obtaining recognition from your colleagues, good mandatory training, good attendance, and various other ways you contribute positively to the team and our residents' lives
- ✿ Training – All relevant qualifications are fully funded to help you progress, and we will reward you with a financial bonus of up to £500
- ✿ Refer a friend incentive - Up to £1,000 for referring a suitable team member
- ✿ Meals - Enjoy low-cost meals at just £1 per course while on shift – the curry is a must-try!
- ✿ Short Notice shift incentives
- ✿ Employee Assistance Programme - Access to free counselling and valuable well-being advice 24/7
- ✿ DBS check – We pay for this
- ✿ Uniform – We provide as many uniforms as you require (subject to fair use policy)

## Person Specification

### *Jasmine Values*

I must lead by example, and exemplify all of the Jasmine's Values, which are:

- 1) Passionate about providing the Highest Standards of Care
- 2) Committed to Training & Development
- 3) To want to be One Big Team
- 4) To Communicate Openly, Honestly & Effectively
- 5) To Have & Reward a Strong Work Ethic
- 6) To provide a Positive Working Environment
- 7) To provide a Homely place for our Residents to live
- 8) To Embrace Change Positively
- 9) A belief that everyone is an Ambassador for Jasmine

- 10) To act with Integrity by always doing what we say we will
- 11) To Care for the Environment

Jasmine places a significant amount of emphasis on everyone in our team exemplifying our Values. Furthermore, Values play a larger role in all our recruitment decisions than competencies do, as we are happy to train and teach competencies to anyone that has our Values.

We also place a lot of importance on both positivity and humility in our leadership team.

#### *Competencies:*

- ✿ Plan and organise activities
- ✿ Good time management
- ✿ Excellent interpersonal skills
- ✿ Creative and enthusiastic
- ✿ To be an Ambassador for the Company both inside and outside of the home
- ✿ Live within 20 minutes of the Home.
- ✿ Must be able to work 35 hours minimum per week including 2 weekend days every four weeks.

#### *Skills, experience and professional qualifications:*

<b>Relevant Qualification - Required</b>	<b>Relevant Qualification - Preferred</b>	<b>Experience – Required</b>	<b>Experience – Preferred</b>
Must contractually sign up to a Level 2 or 3 in Health and Social Care or Activities (if do not hold one)	NVQ Level 2 or 3 in Health and Social Care or Activities	At least one years' relevant experience providing activities in a care home or similar environment (e.g. teaching assistant, nursery nurse, LD/supported living care assistant).  OR  3 years as a care assistant in elderly residential or nursing home	Two years' relevant experience providing activities in a care home  Two years' relevant experience of providing care in elderly residential or nursing home

### **Key Responsibilities**

#### *Caring for our Residents*

- ✿ To plan and implement an on-going programme of activities, events and outings in conjunction with the residents' wishes, and encourage residents to maintain pre-existing hobbies. A weekly activities plan should be produced and displayed on weekly basis before 11am on a Monday morning. If you are going to be on leave or away from the home you should identify who will be accountable for this in your absence.

- ✿ To participate in enhancing the intellectual and social wellbeing of the residents to provide a happy and stimulating experience and help residents to socialise within the home.
- ✿ Ensure a person centred approach to meaningful activities with the residents by taking time with each individual resident to gain an understanding of what activities and stimulation they require, ensuring that you incorporate this into your weekly activities plan. You should spend one to one time with each resident to establish this within 7 days of admission, this information can then be incorporated into the resident's care plan.
- ✿ To support and develop residents who may be confused and/or have behaviours that challenge by identifying appropriate person-centred distraction techniques and if required person centred activity baskets to help.
- ✿ Provide comfort and company, on a one-to-one basis, for residents who are unable to participate in any form of activity for at least 30 minutes each week and ensuring that this is documented within their notes.

### *Training*

- ✿ To keep all mandatory training up to date and complete additional training as required.
- ✿ To attend face to face training sessions as needed.
- ✿ To keep abreast of new developments in both activities and care by identifying and attending activities meetings and forums on a quarterly basis.
- ✿ Ensure the Home Manager is kept fully informed of the job holder's concerns, ambitions and development requirements by requesting a one to one with the Home Manager.

### *Teamwork*

- ✿ To establish and maintain a good working relationship with all team members, residents, visitors and the outside community by creating and maintaining a positive and friendly atmosphere at all times.
- ✿ Collaborate with the Activities co-ordinators to share best practice and generate new ideas.

### *Communication*

- ✿ Maintain positive relationships with internal and external agencies by attending appropriate activities forums at least quarterly and by ensuring they are invited to resident and relatives meetings.
- ✿ Ensure the Home Manager is kept fully informed of all major developments or concerns regarding residents to ensure activities can be facilitated with all residents.
- ✿ To ensure an accurate life history is obtained from all residents within 7 days of admission and that this is placed within their care plan.
- ✿ To ensure that the activities calendar is maintained and displayed to keep residents and relatives fully informed before the start of the month ensuring that there are a minimum of 2 activities per day to enable relatives to attend as they are able.
- ✿ To maintain full and accurate records of activities using the relevant documents, in order to monitor, record and evaluate individual and group participation and success.

### *Work Ethic*

- ✿ To work flexibly to meet the needs of the residents this will include working evenings and weekends.
- ✿ To produce the monthly newsletter and save this on the J drive before the 5<sup>th</sup> of each month.
- ✿ To organize fund raising events within the home to ensure sufficient funds are available to meet anticipated expenditure on activities and ensuring this is added and recorded in the resident's fund immediately and kept securely in the safe. Safe keys are to be left on the premises at all times.

### *Positive Work Environment*

- ✿ To be aware of Jasmine Healthcare's philosophy and to contribute ideas to improve the standard of care provided by attending and contributing to team meetings.
- ✿ To maintain a positive and professional outlook whilst at work, and whilst representing Jasmine Healthcare in the community.

### *Providing a Homely Environment for our Residents*

- ✿ To encourage and involve team members, relatives and friends in the homes' activities by sending communication emails to the team, relatives and friends, ensuring that these emails are sent as a minimum once per month and ensuring that they are saved on the J drive also by keeping the team notice boards up to date with required information identified in the team files audit on a monthly basis by the 5<sup>th</sup> of each month.
- ✿ By ensuring that a Dignity box is outside the residents bedroom with their room number and preferred name before they are admitted to the home, and then ensuring they have been individualised with input from the resident, relative, friend within 7 days of admission.

### *Embrace Change*

- ✿ To engage effectively with the Senior, Team Leader, Deputy Manager and Home Manager during appraisals and one to one sessions.
- ✿ To contribute to team members meetings in appositive and proactive manner.
- ✿ To organise and chair residents' meetings ensuring the minuets are typed up, saved and displayed within 24 hours of the meeting and by ensuring any actions are completed within 7 days of the meeting.
- ✿ To encourage and assist residents to use the computers provided, ensuring that evidence of this is recorded in your documentation.

### *Ambassadorship*

- ✿ Assist by promoting the home and any planned activities.

- ✿ To maintain a professional attitude when dealing with relatives, outside agencies and other visitors to the home.
- ✿ To ensure you participate with answering the telephone within 3-5 rings and stating your name, the name of the home and asking how you can help.
- ✿ To ensure you participate with answering the door within 3 minutes, ensuring that visitors are asked to sign in and supported to do so if required, and by ensuring they are shown too where they need to be and offering them a drink.
- ✿ To conduct show rounds and take enquiries from prospective residents and their relatives and ensuring all information taken is adequately recorded on the enquiry form and that bedrooms shown are shown from the ambassador report.
- ✿ To wear uniform at all times which is clean and presentable and is in line with the uniform policy – polo shirt, smart black trousers and black shoes.
- ✿ To ensure that there are a minimum of 6 Facebook posts providing a positive reflection of the home are posted each week as a minimum requirement, if you are going to be absent from the home, you will identify and support team members with this for you planned absence.
- ✿ To ensure that photos used for Facebook or marketing purposes are meaningful with residents and team members included that show a positive interaction. All photos should be clear and only used on Facebook and for marketing where you have a signed consent form for the use of photographs for social media and marketing purposes.
- ✿ Ensure that there are 12 carehomes.co.uk website reviews written by residents and or families each year scoring an 'extremely likely' review and recommendation for activities.
- ✿ To arrange community events a minimum of once a year

### *Integrity*

- ✿ Ensure all equipment used for activities is in good working order, clean and maintained.
- ✿ To report any safeguarding concerns or concerns about practise to either the Manager or Jasmine's Compliance Support Manager and following the safeguarding policy.
- ✿ Ensure you are aware of the home's policies and procedures (e.g. fire, health and safety, manual handling).
- ✿ By always doing what you say you will do.

### *Environmental Impact*

- ✿ To report any leaks or issues to the Maintenance Person and ensuring they are recorded in the maintenance book and discussed at the daily flash meeting.
- ✿ To be aware of the location of all fuse boards, boilers, water stop taps and regulators for heating.
- ✿ To minimise printing and waste where possible by utilising the technology available.

### *Additional Responsibilities*

- ✿ To be accountable for all aspects of the management of the personal monies of all residents.
- ✿ To be accountable for all aspects of the management of the residents' fund.

- 🌱 To carry out stationery stock takes, organisation, complete orders, check orders against delivery notes and for correct storage of stationary.

The above is not an exhaustive list and in line with Jasmine Value 8 may be subject to reasonable change.

Team Member's Signature		Date	
Manager's Signature		Date	