

SINGLE CORPORATE SERVICES

OASIS

Job title:	Leisure and Wellbeing Assistant	<i>To be completed by HR Job Reference Number</i>
Reporting to:	Deputy Oasis Manager	
Accountable to:	Business and Operations Lead	
Pay Band:	2	

As part of the Single Corporate Service, this role is a designated site-based role however the post holder will be part of the Corporate Service team which provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job summary

The Oasis Centre is a bespoke, purpose-built wellbeing centre which focusses on supporting the Health and Wellbeing needs of NHS staff across the organisation.

This role plays a key part of the delivery of the daily activities for the Oasis Centre

Organisational Chart – Please refer to Consultation Document

Specific Core Functions

- Be the first point of contact for visitors to the Centre. To greet visitors in a professional, helpful and courteous manner.
- Carry out the full range of admin and clerical duties of the centre, including the processing of payments and cash handling. Dealing with telephone and membership enquiries.
- Ensure the department functions effectively and efficiently at all times.
- Booking of appointments.
- Raise purchase orders and check against invoices.
- Book and monitor room bookings when required.
- Respond to email enquiries.
- Work with the Oasis team leader to develop a variety of events, topics and themes that will promote health, fitness and wellbeing of employees across the organization.
- Carry out the full range of Leisure/Wellbeing Centre duties including, but not limited to: Equipment checks, pool monitoring, gym inductions and writing programs for new and existing members.
- Carry out the full range of admin and clerical duties of the centre, including the processing of payments and cash handling. Dealing with telephone and membership enquiries.
- Provide Health Improvement advice which supports the care and education of users.
- Deliver a variety of exercise programmes in line with service requirements.

- Deliver a variety of group or 1:1 exercise classes/sessions that will support a diverse range of needs.
- Work with the Oasis team leader to develop a variety of events, topics and themes that will promote health, fitness and wellbeing of employees across the organization.
- Act as the responsible person in charge of the centre in the absence of the centre manager or their deputy.
- Attend scheduled staff training to maintain NPLQ status.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;
 - (a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
 - (b) providing and receiving complex or sensitive information,
 - (c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement

- Judgements involving straightforward job-related facts or situations.

Planning and organising

- Planning and organisation of straightforward tasks, activities, or programmes, some of which may be ongoing.

Physical Skills

- The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for error, or the post requires highly developed physical skills, where accuracy is important, but there is no specific requirement for speed. This level of skill may be required for manipulation of fine tools or materials.

Patient Client Care

- Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.

Policy and Service Development

- The post holder follows policies in own role which are determined by others; no responsibility for service development, but may be required to comment on policies, procedures, or possible developments.

Financial Management

- The post holder will regularly handle or process cash, cheques, patients' valuables.

Management/Leadership

- The post holder provides advice or demonstrates own activities or workplace routines to new or less experienced employees in own work area.

Information Resources

- The post holder will be responsible for data entry, text processing or storage of data compiled by others, utilising paper, or computer-based data entry systems,

Research and development

- Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act

- The post holder is guided by standard operating procedures (SOPs), good practice, established precedents and understands what results or standards are to be achieved. Someone is generally available for reference and work may be checked on a sample/random basis.

Physical effort

- There is an occasional requirement to exert light physical effort for several long periods during a shift.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions

- Exposure to unpleasant working conditions or hazards is rare.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	<p>Minimum of Level 2 certificate in Exercise Instruction</p> <p>IT Skills to NVQ 2 or relevant equivalent</p> <p>Educated to GCSE/O Level Standard of Equivalent (including English Language)</p> <p>Knowledge of Office Procedures</p>	<p>Leisure and fitness qualifications</p> <p>National Pool lifeguard or pool emergency responder qualification or willingness to undertake course</p>	
Experience	<p>Experience of delivering exercise classes and or 1:1 exercise sessions/support</p> <p>Gym or leisure work experience</p> <p>An understanding of the political sensitivities of the Trust</p> <p>Ability to demonstrate confidentiality and trustworthiness</p> <p>A willingness to be flexible and part of a team</p> <p>Ability to juggle many priorities at one time, whilst remaining calm</p> <p>Self-motivated</p> <p>Demonstrate flexibility and adaptability</p>		
Knowledge	<p>An understanding of a range of medical conditions , injuries and disabilities and their limitations in relation to exercise and fitness</p>		

	<p>Broad understanding of anatomy and physiology</p> <p>Competent in the use of a variety of gym and fitness equipment</p> <p>Ability to prioritise and manage set tasks</p> <p>Able to work with minimal supervision when required</p> <p>Ability to achieve high levels of accuracy in data processing</p> <p>Ability to ensure deadlines are met</p> <p>Excellent clear communication, interpersonal and organisational skills Able to communicate and liaise with staff at all level</p> <p>Demonstrate confidentiality and discretion at all times</p> <p>Able to work independently and recognise the importance of teamwork</p> <p>Strong and demonstrable customer service skills</p>		
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Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,

- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.