



JOB DESCRIPTION

- Job Title:** Bank Pool Attendant/Pool Maintenance Person
- Hourly Rate/Salary:** £12.09 (will be increased in future in line with bank rate of pay)
- Immediate Manager:** Operations Manager
- Responsible to:** CEO
NST Board of Trustees
- Hours:** Initially this is a bank opportunity with no guaranteed hours – however, dependant on the amount of business it generates through bookings for the use of the hydro pool, it is anticipated that this has the potential to develop to a 12hrs per week position.
- Experience Required:** Experience of working with and supporting people with complex needs and their families, including the use of specialist equipment, eg Hoist, sling and flotation aids. To have M & H experience. Customer service skills. Administration skills – with the ability to organise bookings, and collate documentation and file records. Life guard qualification, Plant Room Maintenance (this training will be provided where necessary).
- Special Conditions:** This position has a key holder responsibility to enable opening and closing of the building - you will be required to notify the on call manager when starting and finishing your shift
- Control of Resources:** To be responsible, alongside other NST staff for equipment and materials; ordering supplies and monitoring stock levels and the correct use and security of equipment.
- Health & Safety Welfare:** To work in accordance with NST and Local Authority's Health and Safety and Welfare standards.



Purpose & Objectives: Working under the Operations Manager and the Health and Safety team to support the use of the hydro pool for the local community.

Principle Duties:

1. Supervise the safety of service users whilst attending the building and using the hydro pool and facilities.
2. Where appropriate provide poolside support and assistance using specialist equipment, e.g. Hoist, changing bed, showers
3. Respond to emergency situations.
4. Ensure that all Health and Safety requirements are met by all accessing the hydro pool and changing facilities at the King Cross Site.
5. Ensure that a high level of cleanliness and hygiene is maintained
6. Complete legally required and preventable maintenance of plant room including water testing, water temperatures recorded & backwashing and chemical handling – maintaining records and completing necessary checklists.
7. Attend to any maintenance issues that arise and where this is not possible report the issue.
8. Respond to general enquiries and complaints in a helpful and professional manner at all times
9. To organise bookings where required, to arrange emergency cancellations where appropriate (eg pool closure)
10. Ensure that signing in and out sheets are completed and that service users have all appropriate documentation.
11. Open and close the building ensuring that the facility is secure.

Other Responsibilities

1. To be flexible in working hours to attend meetings/ Relevant training
2. Completion of laundry duties

Secondary Duties:

1. To work flexibly in line with the requirements of the Trust
2. To be concerned with the public relations and as far as possible, help maintain The Next Step Trust image and standards.
3. To participate in training as required by the post, eg lifeguard training, plant room training. First Aid, Moving and Handling
4. To work in accordance with The Next Step Trust's Equal Opportunities Policy
5. To support the Values and Objectives of The Next Step Trust which are listed below
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- **Commitment:**

The people who use our services need to know that we are here for the long-term – that we will be walking the next steps with them. Our partners and suppliers need to recognize our commitment too, so that we can all work together to support more fulfilling lives for people with complex needs. We will be consistent, determined and embrace the challenges in our work, and always be focused on being the best we can be for the people we are here to support.

- **Respect:**

We see people as people, and respect them for their differences. There are boundaries within which we expect people to act, and these are based on putting the people we support at the heart of all we do. The respect we have for our work will never allow those boundaries to be compromised.

- **Friendship:**

The Trust will extend the hand of friendship to the people who use our services but also to their families too. By being here, we will create a place where people can come together, have a sense of belonging, and feel welcome. We will demonstrate loyalty and honesty to our partners and suppliers, and ask for this in return. Friendship will help overcome challenges in a way that conflict cannot, and through this we will be able to do the best we can for the people we support.

- **Adaptability:**

It is important to our Next Steppers and their families that we are able to respond to their developing health and social needs. We are confident in working together in a flexible manner to respond and be resilient towards changes in the world around us.

- **Kindness**

To make everyone feel included and happy we are kind to each other. We will listen, show compassion and be considerate to others. We will make time to learn and respect others thoughts and feelings.

10. To work towards implementing the principles of equality, diversity and inclusion. At The Next Step Trust we promote an inclusive service to our community where no individual will be unjustly discriminated against. This includes, but is not limited to, discrimination because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Occasional Duties:

1. To undertake such other duties and responsibilities as may be determined from time to time by the management group in consultation with the post holder.

Job Description Agreed By:



Manager

Date

Employee

Date