



Wellbeing Facilitator Job Pack

April 2026

WELCOME FROM THE CHAIR

Thank you for your interest in becoming Wellbeing Facilitator at Croydon Almshouses. As Chair, I am pleased that you are considering joining our team.

We are the oldest charity in Croydon and are proud of our heritage. For over 550 years we have been supporting people who are in need, mainly in the form of almshouses, and now provide high quality accommodation for over 60 older people in Croydon. We are part of The Almshouse Association which unites 1600 independent almshouses across the UK with the shared and historical values of activism, individualism and community which we embed in how we operate.

We offer our residents the opportunity to be part of our almshouse community. This means somewhere secure to live and connection with other people. Unlike most traditional almshouse charities, we go further and offer holistic, person-centred, dynamic support to the older people who live in our almshouses so that they can live independently for as long as possible.

We also are a grant maker, funding our increasingly over- stretched voluntary and community sector. For over 40 years we have awarded grants to charitable organisations across Croydon enabling them to deliver their crucial services, as well as awarding small grants to individuals.

You would be joining our team at an exciting time in the development of the Croydon Almshouses. We are mid way through our 2024-2028 Strategy Do More, Do Better, which aims to expand our offer and so increase the impact we have in our Croydon communities. We are privileged to be a financially self- supporting charity with a stable financial position. This has enabled us to set aside a substantial Strategy Delivery Fund to deliver the various initiatives set out in our strategy. We will use this ring- fenced fund to invest in the future of our communities whilst ensuring we safeguard the charity for the future.

We are a well-managed charity, in the process of adopting a new governance model, underpinned by a sound set of processes, with an effective Board and a strong staff team led by our excellent Chief Executive Hayley James.

The Wellbeing Facilitator role is vital to ensuring the charity achieves its strategic aims and provides essential support to our residents to maintain their dignity and independence to lead fulfilling, high quality, lives.

Michael Chawatama
Chair





ABOUT THE ROLE

Role: Wellbeing Facilitator

Responsible to: Independence Programme Manager

Purpose of role:

- To support in the day to day running of the almshouses.
- To facilitate residents to live independently for as long as possible, embracing proactive and responsive assists and interventions, underpinned by our dynamic, holistic and person-centered approach

MAIN DUTIES AND RESPONSIBILITIES

- Carry out daily “I’m OK” checks and respond accordingly
- Respond to Appello assistance requests, whilst on site, and action accordingly
- Work in partnership with residents, and where appropriate relatives or next of kin, to shape and achieve Wellbeing Plans, reviewing regularly and updating when required
- Walk alongside residents, as needed, as they navigate their “life admin”, which at times is challenging, particularly in times of changing need
- Be available and visible to all residents, responding to and initiating conversations, whilst maintaining boundaries
- Work in partnership with external agencies to support and advocate for our residents
- Contribute to delivering a varied Activities & Events Programme
- Make use of the IT systems to ensure residents’ information is collected and maintained in line with GDPR and kept confidential
- Record all maintenance and repairs on the Maintenance Tracker, communicating with residents and colleagues as necessary
- Proactively progress health and safety tasks as they arise, and when scheduled
- Provide a friendly, prompt and efficient front of house service to visitors and telephone enquiries, passing on messages as necessary
- Work within the Charity’s policies, procedures and guidelines



PERSON SPECIFICATION

Desirable Knowledge and Experience

- Working in a health and/or social care environment, preferably with older people
- Following administrative procedures

Skills

- Ability to work effectively as a team member
- Ability to prioritise a busy workload and work on own initiative
- Ability to think proactively and outside the box
- Excellent interpersonal skills to deal with a range of internal and external stakeholders
- Ability to develop and maintain long-term positive relationships
- Good written and oral communication skills
- IT literate

Personal Attributes

- Enthusiastic
- Organised
- Hardworking
- Compassionate
- Responsive
- Quick learner
- Able to work flexibly
- Sense of humour
- Resilience to deal with sometimes challenging behaviour

ADDITIONAL INFORMATION

- Permanent
- Based in pleasant and friendly offices in South Croydon and Purley
- £30,000
- 22.5 - 37.5 hours per week, to include some weekends and evenings as required. Part-time and full-time applicants considered to fulfil the hours required.
- 25 days annual leave plus Bank Holidays
- Contributory workplace pension scheme
- An excellent benefits package



HOW TO APPLY

If your experience aligns and you'd like to work in an ambitious local organisation, we'd love to hear from you.

To apply, please send your CV and a personal statement of not more than two sides of A4 outlining how your experience fits the role description and personal specification to MacLaine Adler, Governance Manager at:

maclaineadler@croydonalmshouses.org.uk

Closing date for applications

Tuesday 5th May, 9am

Interview dates

Wednesday 13th May, in person

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Registered Charity Number Croydon Almshouses CIO: 1209872