

Job Description

Job Title	Service Support (Day Services)
Grade	Band D
Reporting To	Day Care Services Team Leader
JD Ref	PC0140G

Purpose

To work in day care services providing support and opportunities to enhance the life and social skills of adults with learning, physical disabilities and complex health needs. Based in community settings, implement and deliver identified activities from hubs to help achieve individual outcomes and support individual needs both physically and emotionally.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.
- Assist people with their individual needs including personal care, emotional, challenging behaviours, hydration, nutrition, medication whilst adhering to safeguarding adults procedures at all times. This may include the use of specialist equipment.
- Promote and encourage people the Service supports to be independent and manage their own finances where possible. Ensure receipts are obtained, record in diary sheets when and where the people the Service supports are spending money.
- Undertake tasks to maintain a good standard of housekeeping within our day care settings, including building based centres, other services and all external grounds.
- Ability to prioritise own daily workload.
- Contribute to fund raising and social events both within the service and the local communities.
- Always work to a high professional standard adhering to the Staff Code of Conduct, including confidentiality, whilst providing dignity in care at all times to the people the Service supports.

Communication, Engagement and Training:

- Develop, design and maintain resources for activities, ensuring to consider at all times a person centred approach that supports individual needs.
- Observe, monitor, review and promote the health and well-being of individuals receiving care in our services and when out and about in the local communities.
- Contribute to the care and support plans for the people the Service supports, ensuring to highlight any changes that may require a plan to be reviewed and updated.

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- Attend and contribute to a variety of meetings for example supervision meetings, team meetings, review meetings with families/carers, people the Service supports, colleagues from the local authority and health service.
- Develop and maintain positive professional relationships with colleagues, family members, carers, volunteers, other service providers and all stakeholders who come into contact with our day care services.
- Mentor and support new staff, subordinates, volunteers, work and student placements.
- Provide assistance with ad hoc tasks when required to support Service Co-ordinators, Team Leaders, Managers and Senior Managers.

Data Analysis and Decision-Making:

- Ensure to follow financial procedures and achieve best value for money. Keep written records and gain appropriate authorisation before purchasing items for work related activities/events.

Compliance:

- Adhere to policies and procedures relating to the recording, sharing and storage of personal and sensitive information.
- Must always ensure to report any issues, concerns or incidents to the appropriate person i.e. line manager, within a timely manner.
- Comply with building inspections and security procedures whilst reporting any faults or repairs to the line manager and keep a record in the repairs log book.

Other:

- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills`

Qualifications

- *Desirable - Health and Social Care Qualification Level 2 or above, or willing to work towards.*

Knowledge & Skills

- Knowledge of person centred approaches to deliver care, support and community based services to adults with physical and learning disabilities.
- Knowledge of health and safety legislation and the importance of complying with health and safety policy and procedures.
- Ability to communicate effectively and appropriately with colleagues, families/carers and the people the Service supports, both verbally and in written format including electronically.

Experience

- Experience of providing care and support in a social care setting, whether this be paid employment, voluntary work or gained through life experience.
- *Desirable - Experience of supporting adults with behaviours of concern and adults with complex health needs.*



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- *Desirable - Experience of supporting adults with complex health needs.*

Additional Information

- Must be flexible and willing to work across day care locations as and when required.
- Contribute to annual one to one appraisal, regular supervision and team meetings.
- Ensure that ongoing mandatory training (e-learning and face to face sessions) is kept up to date.
- Must have a clear enhanced DBS check on a regular basis.
- To undertake any such duties that may be required when instructed by a Senior Manager, Manager or Team Leader.

Health & Safety Considerations:

- Moving or handling heavy loads
- Working with skin irritants /sensitisers
- Working with chemicals (industrial or cleaning)
- Working with vibrating equipment / tools
- Working outside
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Foods Handling
- Vocational Driving
- Contact with latex
- Working with children
- Exposure to persons with challenging or aggressive behaviour

Approved By: Jean Stephens, Assistant Director All Age Independence

Date Of Approval:25th June 2024



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