

Title Day Service Support Worker	Department ASCH&PP	Post Ref. 4118
Job Purpose To be responsible for ensuring provision day service activities and care of service users within day services.		
Key Responsibilities 1. To provide high quality physical and emotional support and personal care to people with full regard to their privacy, dignity, and particular needs and relate to people in a manner which is sensitive to age, disability, sexuality, gender and cultural origin. 2. To positively support individuals within a risk management framework, taking due regard for their personal welfare and to advise supervisors/managers of any risks or unresolved issues. 3. To develop day service support plans based on effective consultation with service users, carers, specialist workers and other relevant agencies and individuals and delivery of a range of activities as identified. 4. To supervise, guide and support day service support assistants and care workers in accordance with County Council and Departmental Policies and Procedures. 5. To have a working knowledge of all operational Procedures and Policies, including fire, energy difficulties, disciplinary issues, accidents and illness. 6. To report and follow up health and safety issues relating to the premises, vehicles, equipment and other facilities used by the day service. 7. To be a contact person in maintaining good communication links with carers and other professional individuals in relation to service provision. 8. To carry out all duties and responsibilities with a ‘can do’ attitude.	Key Accountabilities 9. Effective delivery of day service operations within departmental Policies, Legislation and Practice Guidelines. 10. To support people appropriately in a manner that promotes a person centred approach and the need for inclusion. 11. To have a working knowledge of all operational Procedures and Policies.	
The post holder will perform any duty or task that is appropriate for the role described		

Person Specification	
<p>Education and Knowledge</p> <ol style="list-style-type: none"> 1. Social Care qualification (Equivalent NVQ Care 3). 2. Knowledge of relevant Legislation. 3. Evidence of continuous professional development. 4. Knowledge of main ICT systems in the service area. 	<p>Personal skills and general competencies</p> <ol style="list-style-type: none"> 5. Puts into practice the Council's commitment to excellent customer care. 6. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers.
<p>Experience</p> <ol style="list-style-type: none"> 15. Minimum of two year's experience of working with people with disabilities or in care settings. 16. Experience of empowering and advocacy on behalf of service users. 17. Experience of handling money and an understanding of Financial Guidelines. 18. Experience of the supervision process. 19. Experience of delivery of a wide range of day to day activities for service users and act as a link-worker to a key group of service users. 	<ol style="list-style-type: none"> 7. Works well with colleagues but also able to work on their own initiative. 8. Shares the Council's commitment to providing a safe environment for customers and staff and also treating all with respect and consideration 9. A high level of personal drive and commitment to excellent customer care and the ability to set an n example for other staff. 10. Strong interpersonal skills to gain the agreement and acceptance of others including colleagues, senior managers and customers. 11. Ability to make decisions and solve problems to meet operational targets, involving devising solutions and prioritising the resources available. 12. Ability to meet agreed objectives and deliver targets by the effective use of resources. 13. To understand the importance of privacy and confidentiality. 14. To be able to use departmental ICT systems safely and appropriate to the level of the post.
Role Dimensions	

20. To administer medication in line with Policy relevant to the service area.
21. To drive vehicles as authorised and transport service users and other personnel as required and appropriate.
22. To contribute to and attend service user reviews, meetings and other forums as required.
23. To notify the day service leader of any shortfalls in service provision in order to contribute to the planning / development of services.
24. To comply with the Departmental health and safety Policies and understand their responsibility with regard to the legal requirements of health and safety.
25. To be able to communicate effectively with service users at all levels including use of appropriate signs and symbols.
26. To be able to support and help people with their personal care needs in a manner that respects the dignity of the person at all times.
27. To support people with complex needs and/or challenging behaviours.
28. To be able to undertake risk assessments for all individual activities within the service.
29. To be able to communicate effectively with the staff team, with other professionals and parents and carers.
30. To be able to work on their own with service users at a base or out in the community.
31. To maintain accurate service user records and produce reports and other documents as required.
32. To be aware of and work within allocated budgets and financial procedures.
33. To engage effectively with service users, colleagues and stakeholders to ensure the transformation of day service provision.
34. To be able to prioritise and organise workload.
35. To use any equipment as directed by the care plan once appropriate training has taken place and be able to assist in the handling of people and inanimate objects.
36. To respond appropriately to crisis and emergency situations and report any incidents that may arise.

Please attach a structure chart

DATE: April 2011