

Title Day Service Support Assistant	Department ASCH&PP	Post Ref.
Job Purpose To ensure provision of a wide range of day service activities and care of service users within a day service .		
Key Responsibilities 1. 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 as described in the care plan. 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 difficulties. 3. To comply with the departmental health and safety policies and to understand individual responsibility with regard to legal requirements of health and safety. 4. To be a contact person assisting day service support workers in maintaining good communication links with carers and other professional individuals and organisations as required. 5. To assist with the ongoing monitoring and assessment of service user needs in relation to formal plans and programmes, and contribute to the ongoing review and development of activities. 6. To carry out all duties and responsibilities with a ‘can do’ attitude.		Key Accountabilities 7. To support people appropriately in a manner that promotes a person centred approach and the need for inclusion. 8. To assist in effective delivery of day service operations within departmental policies, legislation and practice guidelines. 9. To support people in promoting, developing and maintaining independence.
The post holder will perform any duty or task that is appropriate for the role described		

Person Specification	
Education and Knowledge 1. Social care qualification (equivalent to NVQ 2 care). 2. Knowledge of relevant legislation. 3. An understanding of empowering and advocating on behalf of service users. 4. To have a basic level of ICT skill.	Personal skills and general competencies 5. Puts into practice the Councils commitment to excellent customer care. 6. Works efficiently and effectively and actively looks for ways of improving services and outcomes for customers. 7. Works well with colleagues but also able to work on their own initiative. 8. Shares the Councils commitment to providing a safe environment for customers and staff and also treating all with respect and consideration. 9. To understand the importance of privacy and confidentiality. 10. Shares the Councils commitment to providing a safe environment for customers and staff and also treating all with respect and consideration. 11. To use basic ICT systems safely and as appropriate to the level of the post. 12. High level of punctuality and attendance.
Experience 13. Minimum of one year experience of working with people with disabilities, or in a care setting. 14. Experience of handling money and an understanding of finance guidelines.	

Please attach a structure chart

Role Dimensions

15. To be able to communicate effectively with service users at all levels including use of appropriate signs and symbols.
16. To support people with complex needs and/or challenging behaviour.
17. To be able to assist in undertaking risk assessments for all activities within the service.
18. To be able to communicate effectively with the staff team, other professionals, parents and carers.
19. To be able to prepare reports, running records, and maintain documentation as required.

20. To be able to work on their own with service users at a base or out in the community.
21. To be able to drive.
22. To be able to prioritise and organise workload.
23. 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.
24. To administer medication in line with the policy for the service users.
25. To contribute to and attend service user reviews, meetings and other forums as required.
26. To respond appropriately to crisis and emergency situations and report any incidents that may arise.