

Job Description and Person Specification

Day Services Facilitator

A Lambeth to be proud of



Job Title: Day Services Facilitator

Department: Adult Social Care

Grade: Scale 5

Reports to: Assistant Director- Senior Day Services Facilitator

Job Purpose

To provide quality care and support to people with complex health and social care needs, including those with profound and multiple learning disabilities (PMLD), through community programmes and centre based activities, which will enable choice and skill development to enhance health, wellbeing and quality of life. To be key worker for a number of service users, liaising with service users and key stakeholders involved in their care as necessary. To provide personal care and person centred support to service users, including supporting individuals with personal care and facilitating activities which reflect the interests and skills of service users. Support service users to make choices and develop skills to directly benefit their quality of life, health and wellbeing. To devise, organise and implement person centred individual service plans to support service users with learning disabilities. This includes facilitating activities which reflect the interests and skills of service users.

Responsibilities

1. To work as part of a team to provide quality support to people with complex health and social care needs. To plan and facilitate person centred and meaningful programmes of community and centre based activities.
2. To develop and maintain respectful, professional relationships with service users and key stakeholders involved in their care, keeping them informed and involved with all day centre activities and key decision-making process as appropriate. Key stakeholders will include carers, colleagues, independent advocates, the health team and other professionals.
3. To work positively with service users who may have challenging behaviour or complex needs in line with guidelines and procedures.
4. Provide support to service users to meet personal care needs.
5. Provide support to service users with physical disabilities, including people who use wheelchairs, in all areas including the provision of personal care, postural support and physiotherapy sessions, and to move around the day centre and to go out and about in the Community using a variety of transport including walking and public transport.
6. Undertake hospital or home visits when individuals are unable to attend the centre due to illness.
7. Provide an appropriate level of support to the service user and their family with end of life care.
8. Staff with the relevant qualification to lead on the provision of postural support management, organise and take an active role during physiotherapy sessions while

adhering to guidelines and providing support and guidance to colleagues. Staff working to achieve the relevant qualification to provide postural support and assist with physiotherapy session with support and guidance from team members and / or physiotherapist on site.

9. Following training undertake a full range of specialist feeding procedures and diets adhering to guidelines set out for each service user and in line with guidance and training, reporting any concerns around choking and dysphagia.
10. Oversee the checking, administering and recording of medication correctly, referring to senior staff for support when necessary. This includes but is not limited to using a blood sugar monitoring device and administering medication through a PEG line.
11. Following training oversee the upkeep and checking of complex equipment. Use the equipment safely whilst assisting other team members, as per training and guidelines.
12. Monitor, identify and record potential risks/ changes to service users' wellbeing. Where necessary take appropriate action such as communicating concerns to other professionals as appropriate. This includes but is not limited to weight, seizures, diabetes, mobility, PEG management, and dysphasia.
13. Respond appropriately to service users' verbal and non-verbal communication, according to the needs of the service user which may 3rd October 2017 Final 3 involve intensive interaction, signing, using objects of reference and other communication strategies.
14. Encourage service users to be as independent as they can be in the day centre and in the community.
15. Assist in the preparation, serving and clearing up of meals, involving service users in this task where possible.
16. Seek feedback and ideas from service users, their carers and colleagues and use this to make suggestions to improve activities and services.
17. Keep and maintain accurate records of service users' participation, behaviour and other matters using the council's electronic care management system Mosaic.
18. Carry out administrative functions relating to day service users. This includes but is not limited to the facilitation and minute taking of various types of meetings as required and when the Administrative Officer is not available.
19. Collate information in relation to service users in preparation for reviews. This includes written logs, accident reports, daily communication, preparing reports and liaising with colleagues where necessary. Attend reviews as required.
20. Observe all health and safety guidance and take all reasonable care to promote the health and safety of yourself and others and report any health and safety risks to the appropriate manager.
21. Undertake regular health and safety checks as required.
22. Identify and record risks to service users within established procedures, work towards minimising risks while encouraging service users to be independent. To bring any risks identified to the attention of the Senior Day Service Facilitator or other relevant manager where appropriate.
23. Act as a link person for students, volunteers and work placements.
24. Adhere to procedures in the Safeguarding Adults Policy, seeking guidance where necessary.

Personal Responsibilities

25. Attend training and adhere to all other relevant policies and guidance as outlined by senior team members. This includes but is not limited to manual handling, health and safety including fire safety, infection control, medication policy, mental capacity and understanding of the Care Act 2014.
26. Carry out the duties of the post at all times with due regard to equal opportunities, the Data Protection Act and the maintenance of confidentiality
27. To make appropriate use of technology, for example computers, cameras and phones and to undertake training as required.
28. Work flexibly in undertaking the duties and responsibilities of this job and participate as required in multi-disciplinary groups and task teams.
29. To take responsibility, appropriate to the post for ensuring good practice in relation to equalities relating to ethnicity, religion or belief, gender, sexual orientation, age and disability.
30. .At all times act as a representative of the Council and ensure as far as possible that behaviour is in line with expectations and the Council Code of Conduct.
31. Take responsibility for the implementation of own Personal Development Plan and continued professional development in those areas relevant to the post holder's own
32. Actively participate in supervision and appraisal.
33. Respond positively and learn from formal and informal feedback from all team members or other professionals and partners.
34. Where reasonably required and within the competency of the post holder, undertake occasional duties that are of a similar nature and appropriate to the level of this post

PERSON SPECIFICATION

It is essential that you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A). You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted. If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Understanding the needs of people with learning disabilities and their carers	A
	K2	Understanding the principles of person centred planning.	✓A
	K3	Computer literate with working knowledge of Microsoft Word and Outlook	
	K4	Able to write short reports, clearly, accurately and concisely.	✓A
	K5	Able to work with numbers to assist in planning and managing activities and budget for activities	
	K6	Knowledge of transport and travel arrangements and alternatives	
	K7	Able to communicate in appropriate ways with team members and service users, using a range of communication styles	A
	K8	Demonstrate the ability and willingness to carry out or support someone with their personal care and postural support management	A
	K9	Basic understanding of Lambeth's safeguarding and reporting procedures	
Relevant Experience	E1	Experience of working in a social care or similar setting in a paid or voluntary capacity	A
	E2	Experience of, or ability to, organise and facilitate person centred activities for individuals and groups	✓A
	E3	Ability to manage a varied workload	
Training	Q1	Willingness and ability to undertake induction and mandatory training relating to the job role.	A
	Q2	Be willing and able to complete postural support management training to be able to lead on postural support management. Complete annual refresher training	A

Core Values and Behaviours		Equity • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, • recognising everyone in my team as individuals.	
		Kindness • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.	

		Accountability • I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track. • I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs	
		Ambition • Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.	

