

Job Description and Person Specification

Day Services Support Worker

A Lambeth to be proud of



Job Title: Day Service Support Worker

Department: Adults and Public Health

Division: Adults Social Care

Grade: Scale 3

Reports to: Day Services Officer/ Senior Day Services Officer

Responsible for: N/A

Job Purpose

1. To provide direct care and support to older adults as directed by the Senior Day Service Coordinator or person acting in that role.
2. To promote service user choice and a person-centred approach.
3. To provide lunch time support to service users where needed.
4. Support people with their personal care needs.
5. To support individuals and groups of people in their chosen activities within day services.

Responsibilities

1. Support Service Users during activities, either alone or in conjunction with other colleagues
2. Provide support to Service Users to meet their intimate personal care needs, ensuring that all care is provided in accordance with departmental policies. Personal care must be carried out in recognition of the service users' physical comfort, safety, maintaining personal dignity and in accordance with the Physical Intervention Policy
3. Listen attentively to service users' verbal and non-verbal communication, responding in manner appropriate to the needs of the service user.
4. When required attend and participate in staff meetings with colleagues.
5. Build and maintain positive relationships with carers and independent advocates of Service Users.
6. Seek feedback and ideas from Service Users, their carers and colleagues, communicating information received to senior members of staff and the Case Coordinator for inclusion in reviews and progress reports. Updated 12 August 2022 2
7. Identify and record risks to service users within set down, established procedures and bring this to the attention of the Senior Day Services Coordinator or other relevant manager where appropriate
8. Where appropriate, report any significant matters or events to a senior member of staff.
9. Adhere to procedures in the Vulnerable Adults Policy.
10. Attend service user reviews as and when required (at the request of a senior member of staff) and provide information regarding service user needs and aspirations.
11. To carry out basic administrative functions relating to your own work.
12. Carry out the post at all times with due regard to Equality, Diversity and Inclusion, the Data Protection Act and the maintenance of confidentiality.
13. Take responsibility, appropriate to the post for tackling racism and promoting good race and community relations.
14. Observe all health and safety rules and guidance and to take all reasonable care to promote the health and safety at work of yourself other employees and service users and report any health and safety risks to the appropriate manager.
15. Undertake regular, routine Health and Safety checks within a specified work area.
16. Attend supervision and appraisal meetings as required.

17. Attend training or personal development activity as required or arising from the appraisal process.
18. To make appropriate use of technology for example computers, cameras and phones, and to undertake training as required.
19. Take responsibility for using equipment appropriately, reporting faults and keeping equipment safely and securely.
20. Participate in the implementation of own Personal Development Plan and development in areas relevant to the postholder's role.
21. At all times act as a representative of the Council and ensure as far as possible that behaviour is in line with expectations.
22. Where reasonably required and within the competency of the post holder, undertake occasional duties in other parts of the Learning Disability and Older people's services that are of a similar nature.

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	Already have, or be willing to undertake relevant training and/or NVQ	✓A
	K2	Understanding of the principles of Person-Centred Care	✓A
Relevant Experience	E1	Experience of working alongside people living with Dementia	✓A
	E2	Experience of working in a social care or similar capacity either in a paid or voluntary capacity.	✓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.	
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