

JOB DESCRIPTION

JOB TITLE	Service Support (Wirral Evolutions Day Care Services)
GRADE	Band D
REPORTING TO	Day Care Service Team Leader
JD REF	

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 our hubs to help achieve individual outcomes and support individual needs both physically and emotionally.

MAIN DUTIES AND RESPONSIBILITIES

- Assist people with their individual needs including personal care, hydration, nutrition, medication whilst adhering to safeguarding adults' procedures at all times.
- 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 we support, ensuring to highlight any changes that may require a plan to be reviewed and updated.
- 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.
- Promote and encourage people we support to be independent and manage their own finances where possible. Ensure receipts are obtained, record in diary sheets when and where people you are supporting are spending money.
- Adhere to policies and procedures relating to the recording, sharing and storage of personal and sensitive information.

- 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.
- Attend and contribute to a variety of meetings for example supervision meetings, team meetings, review meetings with families/carers, people we support, colleagues from the local authority and health service.
- Adhere to Health and Safety policies and procedures relating to food hygiene, first aid, moving and handling, fire safety, incident reporting. Must always ensure to report any issues, concerns or incidents to the appropriate person i.e. line manager, within a timely manner.
- Undertake tasks to maintain a good standard of housekeeping within our day care settings, including building-based centres, other services, and all external grounds.
- Comply with building inspections and security procedures whilst reporting any faults or repairs to your line manager and keep a record in the repair's logbook.
- You must be able to prioritise your own daily workload.
- Mentor and support new staff, subordinates, volunteers, work, and student placements.
- Contribute to fund raising and social events both within the service and the local communities.
- Provide assistance with ad hoc tasks when required to support Service Co-ordinators, Team Leaders, Managers and Senior Managers.
- 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 we support.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

- Knowledge of person-centred approaches to deliver care, support, and community-based services to adults with physical and learning disabilities.
- Experience of providing care and support in a social care setting, whether this be paid employment, voluntary work or gained through life experience.
- 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 we support, both verbally and in written format including electronically.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

- Health and Social Care Qualification Level 2 or above, or willing to work towards.
- Experience of supporting adults with behaviours of concern and adults with complex health needs.
- Experience of supporting adults with complex health needs.

ADDITIONAL INFORMATION

- To undertake any other such duties that maybe be required when instructed by a Senior Manager, Manager or Team Leader.
- 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.
- Must ensure to keep up to date with ongoing mandatory training (e-learning and face to face sessions).
- Must have a clear enhanced DBS check on a regular basis.

DATE OF APPROVAL: 19TH APRIL 2023.

APPROVED BY: KAREN SMITH – OPERATIONAL CHANGE MANAGER.

