

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Day Service Officer |
| HBC Grade: | **HBC 5** |
| Service: | **Health and Community** |
| Division: | **Communities** |

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| **Main Purpose of the Role** |
| To assist the Team Manager in the management and day to day running of the day service areas and projects across Halton day services. Making efficient and effective use of human and financial resources to ensure safe working practices for services users accessing the service. To devise and implement individual support plans for service users by adopting a systematic approach to their development towards maximum independence within all day service project areas and venues.  Day Service Officers are required to identify, coordinate and fulfil tasks in a range of business areas across Halton Day Services which include;   * Hairdressing/Salon * Catering * Animal Husbandry * Brewery * Horticulture * Retail/Shop mobility |

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| **Key Duties** | |
| **1** | Work with service users on implementing their individual plans.   1. In the role of key worker for a number of service users as appropriate 2. In using specific skills as appropriate to service users within the service |
| **2** | Ensure that the personal care requirements of clients are met |
| **3** | Devise, monitor and review individual plans for a number of service users. |
| **4** | Liaise and communicate with other agencies, parents, employers etc, as appropriate within the individual plans for service users. |
| **5** | As a member of a Team contribute to the development of a Day Services approach for service users with Special Needs and their supporters (family, friends, neighbours, etc). |
| **6** | To record information as required in line with organisational policy and procedures |
| **7** | Administer medications in line with policy and procedure. |
| **8** | Implement activities to meet service users’ needs in line with individual care plans |
| **9** | Undertake all aspects of the day-to-day management of the particular business area, including overseeing all the relevant processes to ensuring that all operations are performed to recognised business standards. |
| **10** | Assist in the reviewing the performance of the business area and assisting in the planning future of service requirements, including selling and marketing the business and assisting in developing new products and services |
| **11** | Assist in the monitoring and review of the business areas budgets and finances, including where appropriate responsibility for process ordering/purchasing stock, and process cash, cheque payments etc. |
| **12** | Support the Team Manager in the training and supervision of staff and service users in all aspects of the business, including adherence to any relevant health safety standards. |
| **13** | Supporting the Team Manager in the maintaining of all the business manual and electronic records and administration/filing systems, including keeping of financial data |
| **14** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job possibly in different venues across the borough, as part of the departments continuing development |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **EDUCATION / QUALIFICATIONS** | **Essential** | **Desirable** | **How Identified** |
| One or more of the following:  GCSE equivalent.  For work in the hair dressing salon business area the relevant qualification listed below is essential.  City in guild hairdressing qualification, Diploma Level 2 or equivalent  Or be able to demonstrate an equivalent level non formal education or qualifications gained through relevant work experience. | Level 2 /3 NVQ in Social Care (with appropriate endorsement units).  Preliminary Certificate in Social Care equivalent. | All essential qualification certificates must be presented at interview. |

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| **Essential Criteria** | | **How Identified** |
|  | Ability to maintain records as required both verbally and written. | Application / Interview /Assessment |
| Experience of working in a busy hairdressing salon | Application / Interview /Assessment |
| Experience of dealing with customers on a daily basis | Application / Interview /Assessment |
| Experience in maintaining financial records accurately | Application / Interview /Assessment |
| Experience of stock control, including maintaining supplies, checking stock, monitoring stock levels, placing orders and keeping appropriate records | Application / Interview /Assessment |
|  | Experience of supervising and mentoring staff and service users in in all aspects of salon activities, including washing hair, cleaning salon, taking cash payments and customer service etc. | Application / Interview /Assessment |
| **KNOWLEDGE** | Understanding of Equal Opportunities and related policy. | Application / Interview / Assessment |
| An understanding of the value base of the service. | Application / Interview /Assessment |
| Knowledge of health and safety in the workplace | Application / Interview / Assessment |
| An awareness of risk management processes | Application / Interview /Assessment |
| Knowledge of a variety of hair dressing techniques, cutting, styling dyeing etc | Application / Interview / Assessment |
| A basic knowledge of budgetary control supporting financial and administrative records | Application / Interview /Assessment |
| Knowledge of first aid | Application / Interview / Assessment |
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| **SKILLS & ABILITIES** | Ability to demonstrate multi-disciplinary approach when addressing individual needs/plans | Application / Interview /Assessment |
| Ability to devise, monitor and review individual plans and care requirements for a number of Service Users. | Application/interview/assessment |
| Ability to ensure that personal care requirements of Service Users are met. | Application/interview/assessment |
| Ability to work as a team member, and provide a hairdressing service that meets Service Users individual needs | Application / Interview /Assessment |
| Verbal and written communication skills, including the ability to communicate effectively with a range of people, including service users, colleagues and the public | Application / Interview /Assessment |
| High level of customer service skills and ability to remain calm when dealing with customers and changing priorities | Application / Interview /Assessment |
| Ability to negotiate with suppliers/buyers and care professional | Application / Interview /Assessment |
| Ability to cut colour and style hair to recognised national standards | Application / Interview /Assessment |
| Literacy and Numeracy Skills | Application / Interview /Assessment |
| Ability to maintain records as required both verbal and written | Application / Interview /Assessment |
| **Desirable Criteria** | | **How Identified** |
| **EXPERIENCE** | Previous experience of supporting people with learning disabilities | Application / Interview /Assessment |
| Experience of supervising staff | Application / Interview /Assessment |
| Experience of working with other agencies and professionals | Application/interview/assessment |
| Be able to demonstrate a flexible and creative approach in hairdressing | Application/interview/assessment |
|  | Previous experience working in a social care setting. | Application/interview/assessment |
| Experience of undertaking the role of key worker for individual clients | Application/interview/assessment |
| Experience of addressing service users personal needs in line with individual care plans | Application/interview/assessment |
| **KNOWLEDGE** |  |  |
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| **SKILLS & ABILITIES** | Ability to make quick decisions and offer solutions to customers when required | Application/Interview/Assessment |
| Ability to work using own initiative and work independently | Application/interview/assessment |
| Ability to contribute to service users assessments and reviews | Application/interview/assessment |
| Ability to manage time efficiently, scheduling appointments and providing services. | Application/interview/assessment |
| The ability to engage within a community setting | Application/interview/assessment |
| Ability to demonstrate a flexible approach to work and a willingness to undertake further training | Application / Interview /Assessment |

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| **Other Requirements** | **Essential** | **Desirable** | **How Identified** |
| Ability to drive.\* Reasonable adjustments will be made under the Equality Act |  | Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

For office use only:

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| **Date Created:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.