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| **Service:** | Older ADULTS DAY SERVICES |
| **Job Title** | **Support Workers** |
| **Grade** | **GRADE 3** |
| **Primary Purpose of the Job** | To attend under general supervision of the Manager to the physical, emotional and psychological well-being of elderly clients/people with disabilities who are unable to care for themselves independently in the community and/or who are socially isolated. |
| **Responsible to** | Day Care Manager |
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| **Principal Responsibilities** |  |
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| **Main Duties** |
| 1. | Assisting people with personal care and toilet needs.  |
| 2. | Encourage people to take part in social activities. |
| 3. | Feedback changes in a persons needs/health to relevant agency. |
| 4. | Follow individual therapy programmes. |
| 5. | Encourage people to socialise and make friends with others who attend the centre. |
| 6. | Developing and enhancing the independence skills of older people . |
| 7. | Basic counselling on a day-to-day basis. |
| 8. | **Customer Care -** To continually review, develop and improve systems, processes and services in support of the company’s pursuit of excellence in service delivery. To recognise the value of its people as a resource. |
| 9. | **Promoting equality and diversity -** To accept everyone has a right to his or her distinct identity. To treat everyone with dignity and respect and to ensure that what our customers tell us is valued by reporting it back into the organisation. To promote and participate in the company’s work to eliminate discrimination; advance equality of opportunity; and foster good relations between our diverse communities. |
| 10. | **Developing Self and Others** - To use processes and put processes in place to generate a learning environment. To focus on the strengths and requirements of all individuals and enable them to further their skills and knowledge. To actively pursue your own development. To be self-aware and role model continuous self-development. |
| 11. | Health and Safety - To operate safely within the workplace with regard to Health and Safety legislation. |
| 12. | Confidentiality - An acknowledgement of the need to maintain confidentiality at all times, understanding of company policies on Confidentiality and the sharing of information. |
| 13. | Limits of Authority - Within the framework of Company policies and instructions, and subject to the overriding authority of his/her line manager, the officer holding this post is authorised to undertake all duties appertaining to the areas of work outlined above, and in line with the General Social Care Council’s Code of Practice/Conduct. |
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| **Date Job Description prepared/updated** | September 2017 |
| **Job Description prepared by** | Lisa Griffiths-Wood |



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| **Service** | older adults day services |  |
| **Job Title** | **Support Worker** |  |

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| **Stage One** | Disabled Candidates are guaranteed an interview if they meet the essential criteria |

| **The Minimum Essential Requirements for the above Post are as Follows:** | **Method of Assessment** |
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| **1.** | **Skills and Knowledge** |
| 1. | Able to communicate clearly, professionally and effectively, both verbally and in writing. | Application / Interview |
| 2. | Possess observational and listening skills. | Interview |
| 3. | Able to understand, respond and adapt to change. | Interview |
| 4. | Ability to care for people on an individual basis, following a person centred care plan and with support and guidance. | Interview |
| 5. | Ability to assist and encourage clients in maintaining and developing their range of social interests and activities. | Application / Interview |
| 6. | **Promoting equality and diversity –** Understand how knowledge of our diverse communities can help us to deliver effective services and reduce disadvantage in the borough. Listen to contributions made to service development without prejudice. Challenge behaviours and processes which do not support the company’s work to eliminate discrimination; advance equality of opportunity; and foster good relations, while being prepared to accept feedback about own behaviour.  | Application Form/Interview |
| 7. | **Customer Care** - Listen and respond to customer need, seek out innovative ways of consulting service users and engaging partners. Network with others to develop services for the benefit of the service users | Application Form/Interview |
| 8. | **Developing Self and Others** - Coach and mentor others. Be willing to share learning and encourage others to do the same. Listen to others and respond to their needs. Apply a range of development activities to develop and train staff. Endorse the principles of Investor in People. Strive for improvement and take responsibility for own development. Be self-confident and lead by example | Application Form/Interview |
| 9. | **Health and Safety** -The ability to identify risk to self and others when undertaking work activities and appropriate actions needed to minimise risk. | Interview |
| 10. | **Confidentiality** -To acknowledge the need to maintain confidentiality at all times and to become aware of the national and company policies on Confidentiality, and the management and sharing of information. | Interview |
| **2. Experience/Qualifications/Training etc** |
| 1. | Experience in caring in any setting, home or work. | Application/Interview |
| 2. | Minimum age requirement of 18 years. | Application |
| **3. Work Related Circumstances** |
| 1. | A policy of no smoking will apply | Interview |
| 2. | Able to move and handle clients, as required, following appropriate training. | Interview / Medical Report |
| 3. | Willingness and ability to work unsocial hours and shift work. | Interview |
| 4. | Required to attend appropriate courses of training  | Interview |
| 5. | A requirement to attend the Care Certificate Course at the start of employment. | Interview |

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| **STAGE TWO** | Will only be used in the event of a large number of applicants meeting the minimum essential requirements |

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| **Additional Requirements** | **Method of Assessment** |
| **1. Skills and Knowledge** |
| 1. | Evidence of relevant care training undertaken, e.g. NVQ or QCF in Care. | Application/Interview |
| 2. |  |  |
| **2. Experience/Qualifications/Training etc** |
| 1. |  |  |
| 2. |  |  |

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| Note to Applicants**: Please try to show in your application form, how best you meet these requirements** |

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| **Date Person Specification prepared:** | September 2017 |
| **Person Specification prepared by:** | Lisa Griffiths-Wood |
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