

Day Service Assistant (MILES@Ena Day Service)

Role Profile

Role Purpose	
<p>To provide a supportive and enabling environment for vulnerable adults with mental health problems, challenging behaviour, autism, ABI (Acquired Brain Injury) and/or learning difficulties, in a rehabilitation and day support setting with assessed and identified plans of care.</p> <p>To assist the MILES@Ena Day Service Management Team, ensuring standards are met through compliance with policies and procedures and good professional standards. To alert and report any issues or cause for concern to management and to provide an environment where those using our Day Service can thrive and become the best they can be.</p>	
Key Relationships	
Line Manager: Direct Reports:	MILES@Ena Day Service Management Team N/A
Key Tasks, Responsibilities and Accountabilities	
<p>To undertake such additional duties as are reasonably commensurate with the level of the post.</p> <p>1. Physical Care: To assist service users where required with all aspects of physical care including: toileting, washing, dressing, eating, personal hygiene, mobility according to their need and when required. To administer medication as directed by General Practitioner or consultant in accordance with company policy.</p> <p>2. Individual Development: To assist and encourage individual development with regards to domestic, social and recreational skills, in order to attain set goals and to record outcomes and achievements towards independence.</p> <p>To support the MILES@Ena Day Service Management Team in the monitoring and updating of individual care plans and maintenance of accurate records for audits or funding purposes - ensuring that resources are utilised appropriately and for maximum benefit.</p> <p>3. Recording Skills: To maintain detailed written records of patterns of enablement and achieved outcomes for service users following all observations, setting realistic achievable targets.</p> <p>To assist with the monitoring and reviewing of relevant paperwork pertinent to individual service users i.e. care plans, development logs, risk assessments, etc.</p> <p>4. Housekeeping: To assist in maintaining a high standard of cleanliness and maintenance in the MILES@Ena Day Service centre which includes: cleaning, shopping, menu/activity planning, cooking, budgeting, laundry and building safety and security.</p> <p>5. Financial Matters: Assist the Management Team and service users with some aspects of money management; supporting the Management Team with fundraising, bids and tenders as appropriate.</p> <p>To complete accurate financial records and audits where required, reporting any discrepancies to the MILES@Ena Day Service Management Team and/or the Senior Management Team.</p>	

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6. Health and Safety: To follow health and safety guidelines in accordance with the MioCare Group's policies and procedures. Complete, monitor, update and implement risk assessments in partnership with the Management Team. Ensure good practice in relation to infection, prevention and control (IPC), using appropriate personal protective equipment (PPE) and maintaining a safe, clean, welcoming environment. Ensure all weekly / monthly checks are carried out in accordance with the service's schedule and that any concerns are reported and made safe.

7. Liaison: To liaise with families, carers, other professionals, internal and external agencies, local community partners and promote positive communication that ensures the best outcomes for those in our care. Regularly report progress to the Management Team, notifying them of any areas of concern, change in needs, etc. To attend and participate in staff/team meetings, supervisions, appraisals, multi-disciplinary meetings and review meetings for service users as required.

8. Confidentiality: To adhere to national, corporate and company policies and procedures on confidentiality and the management and sharing of information.

9. Hours of work: To flexibly work a range of shifts, on a Monday – Friday basis.

10. Training and Development: To undertake necessary training appropriate to the post in order to meet our individual service user's needs.

The details contained in this job description reflect the content of the job at the date it was prepared. It should be remembered however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, the company will expect to revise this job description from time to time and will consult with the post holder at such times.

Key Tasks, Responsibilities and Accountabilities

1. To actively support equality and diversity in all areas of work as appropriate.
2. To promote and maximise opportunities for client participation in all areas of work as appropriate and in line with person centred care planning.
3. To be proactively involved in supporting and assisting the Management Team to develop new and innovative activities and participation opportunities; with the ability to adapt, change and challenge as appropriate and building resilience and learning through development.
4. To be familiar with customer care and the MioCare Group's health and safety policies and procedures.
5. To actively pursue improvement in job performance, through supervisions, appraisals and workplace development/training.
6. To ensure that communication, both internal and external is both timely and effective and that matters are reported appropriately to the Management Team.
7. To ensure that resources are utilised appropriately and for maximum benefit.
8. Assist the Management Team with the daily operations of the service, ensuring those using it have a pleasant and rewarding experience.
9. To behave professionally at all times and conduct yourself in a manner that enhances the reputation of the organisation.

[Please continue to next page for Person Specification]

Person Specification

	Selection criteria (Essential)	Selection criteria (Desirable)	Assessment Method*
Education and Qualifications	If NVQ Level 2 in Health and Social Care / or 'Skills for Care' Care Certificate not yet attained, candidate must have willingness to achieve these qualifications.	NVQ Level 2 in Health and Social Care. 'Skills for Care' Care Certificate	AF / I
Experience	Experience of working with people living with complex/non-complex needs, as well as other agencies, professionals, care management and health services.		AF / I
Skills and Abilities	<p>Ability to create and maintain positive relationships with service users, carers, families, and other professionals.</p> <p>Ability to support the company and management team to be compliant with all statutory regulations (e.g. health and safety, etc) through good practice, robust audit schedules and an adherence to policies and procedures.</p> <p>Competent communication skills, both verbal and written.</p> <p>Ability to work as part of a team or on your own, with the initiative to prioritise own workload and evidence good time management skills, demonstrating a positive attitude.</p> <p>Ability to manage situations in a calm manor with a solution-focused approach, using good negotiation and conflict resolution skill where necessary.</p>	<p>Proficient IT skills (including Microsoft Office 365 i.e. Word, Outlook and Excel)</p> <p>Ability to produce clear concise reports including: Support/ enablement plans, risk assessments; having the ability to amend and review where appropriate</p> <p>Numeracy skills accurately record data and to deal with non-complex financial records.</p>	AF / I
Knowledge	Demonstrate a good understanding and commitment to non-judgemental and anti-discriminatory practice.	An understanding of person-centred care and differing approaches to care planning.	AF / I
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Knowledge (continued)		Ability to demonstrate a good knowledge and understanding of the care and support of people with varying disabilities, with the ability to put this into practice when formulating and monitoring ongoing support/care plans.	AF / I
Work Circumstances	<p>The post will be subject to enhanced Disclosure and Barring Service (DBS) checks and references.</p> <p>The MioCare Group is committed to diversity and inclusion and all staff must demonstrate respect for and an appreciation of differences in ethnicity, gender, age, national origin, disability, sexual orientation, education and religion.</p> <p>There is an expectation that applicants can demonstrate a record of regular attendance (excluding illness linked to disability and pregnancy).</p> <p>Appointments are subject to satisfactory completion of a probationary period of six months.</p>		AF / I

***AF = Application Form, I = Interview**