

**Day services support worker -Job Description & Person Specification**





**Job Description and Person Specification**

**Overview:** To provide day service clients with high quality personal, physical and behavioural support that values and respects their rights, preferences and choices, enabling and empowering them to engage in all that the day service offers. To support smallholding staff/management in the day to day running of the smallholding, either as part of a client activity, or when assistance is required.

| **EFFECTIVE DELIVERY**   * To demonstrate respect and dignity to those whom the Trust support * To communicate effectively and appropriately * To work with a person centred approach * To assist in creating an environment that is supportive and positive * To take ownership * To deliver on commitments in a timely way * To respect the contribution of others * To recognise the achievements of others * To feedback observations and ideas and share your learning * To identify problems and opportunities * To be proactive * To prioritise and coordinate a workload * To be a collaborative, efficient and effective team member * To seek continuous improvement * To encourage trust through own actions | **TECHNICAL**   * To enable and empower people to develop new skills and independence * To provide intimate personal and physical care, in line with care plans and risk assessments * To help clients with eating at breaks and mealtimes * To work 1-1 with clients as and when required * To work across all areas of day service provision including the smallholding * To support people in establishing new friendships and maintaining existing ones * To recognise people’s talents and promote individuality * To actively encourage participation in activities * To assist in overcoming barriers so that clients may experience new opportunities * To always act in the best interest of the people you are supporting * To administer medication as required following suitable training * To offer pastoral support * To assist in designing and delivering activities in cooperation with other team members * To create an environment conducive to offering creative, stimulating and challenging activities * To protect, identify and safeguard from abuse all vulnerable people and know the correct procedures for reporting a safeguarding concern * To actively participate in review and other relevant meetings * To adhere to Orchard Trust’s Policies and Procedures, CQC Essential Standards of Quality and Safety and the GSSC Code of Conduct * To keep up to date and accurate records * To have excellent time management skills and the ability to multi task * To contribute personal ideas and experience to session planning * To liaise with parents, carers and professionals relevant to the role * To contribute to the management of client behaviours * To participate in break time supervision * To follow individual/group timetables to enable full immersion into activities provided * If eligible, a willingness to drive Orchard Trust vehicles and undergo a driving assessment. * To facilitate day service clients to undertake community trips related to their activities * To prepare materials and resources as required * To follow staff rotas, ensuring change-overs occur in a timely manner * To use communication equipment provided in an appropriate manner (Personal Radio, Tablets) * To meet day service clients from their transport * To promote inclusion and acceptance of all clients relating to their personal care and moving and handling * To promote equal opportunities * To clean and tidy equipment, resources and communal areas after sessions * To undertake enrolment duties * To participate in and contribute to Orchard Trust in-service and external training activities * To take part in and support Orchard Trust fundraising or community events. It is expected that all staff will participate in at least one event per year * Day Service staff will sometimes be required to help out on the smallholding, either in the course of supporting a client or to support smallholding staff. For this an ability to follow instructions and a can-do attitude is a must. |
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| **PERFORMANCE MANAGEMENT**   * To undertake any training deemed necessary * To fully prepare for appraisal meetings |  |
| **PROFESSIONAL CONDUCT**   * A willingness to seek guidance if in doubt * An ability to work in an orderly and methodical manner * To maintain and establish good relationships with professionals, colleagues and anyone you come into contact with through your role * To always behave in a professional manner and model good practice * To display a personal appearance that is clean, appropriate and tidy and dress accordingly * To assist with Orchard Trust fund-raising activities * To uphold and demonstrate the values of Orchard Trust and apply these to all internal and external interactions. * To act as an ambassador for the Orchard Trust * To maintain client/service user confidentiality in line with policies and procedures of the Orchard Trust. * To express views in a constructive way * To take all reasonable health and safety precautions and to participate in suitable instructions in such matters. * To notify senior staff of any deficiencies observed in other provision made by the Orchard Trust. * To adhere to all Policies and Procedures | |

**Key Skills and Person Specification – Day Service Support Worker**

|  | **What we are looking for** | **What this might look like** |
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| **Team Working** | * Works collaboratively and effectively within a team * Is flexible, reliable and adaptable * Is actively involved in promoting high standards * Has a ‘can do’ positive attitude * Able to work on own initiative * Problem solver and prepared to go the extra mile * Complies with all aspects of statutory and OT regulations * Acts as a role model and mentor * Upholds the values of the Orchard Trust | You will actively respond to and support your manager, supervisors and team to maintain a high quality provision.  You are self motivated and flexible to change, sometimes without much warning  Work collaboratively within your team, treating each member with dignity and respect  Help generate solutions to any problems that may arise  Have a positive, professional attitude that displays integrity  Be approachable to the students and your peers |
| **Communication and interpersonal skills** | * Communicates and listens effectively at all levels * Maintains confidentiality * Has a sense of humour * Behaves in a professional manner and acts as an ambassador when representing the Orchard Trust * Able to maintain professional boundaries between clients and yourself * Shares observations and ideas with others | Speaks clearly in a professional manner and uses appropriate language  Shares information effectively  Uses communication methods to meet the needs of the clients  Can offer empathy  Respects opinions and views of others  You will ensure that chatter and social networking do not lead to inadvertently breaking a confidential piece of information  Be able to remain friendly but not engage in a personal friendship with clients  Feeds back new learning  Ensures all sensitive documentation is secure  Promotes the Trust as a ‘great ‘ organisation |
| **Literacy and Numeracy** | * Has excellent literacy skills * Can spell well * Has good maths skills * Has the ability to write factual information rather than opinion in a succinct way | Up to date records and documentation will need to be completed such as log books, client diaries, reports, objective tracking  You may need to act as a scribe for some clients  You may need to add, subtract, multiply and divide when supporting clients with numeracy work  Any records completed will need to be ‘SMART’,’ specific, measurable, achievable, relevant and timely’ |
| **IT** | * Be able to use a computer effectively and have a working knowledge of Microsoft Word, and Outlook. | Produce a poster, letter, report, timetable etc  Support clients in IT |
| **Planning** | * Excellent time management * Good organisational skills * Able to work within agreed timescales * Under direction to be able to plan and deliver activities | Begin your shifts promptly  Complete set tasks within given time scales  Assist in delivering stimulating activities to a group of clients or individuals  Follow staffing rotas and timetables, ensuring timings are kept to  Plan your workload effectively and keep a senior member of staff updated on progress |
| **Experience** | * Advantageous to have experience of working alongside people with learning difficulties or in the Education, Health and Social Care Sector * Innovative use of resources and materials * Relevant experience of working as part of an effective team | Has an empathy with people who have learning disabilities  Good planning and organisation skills, can confidently coordinate an activity to a group of clients  Be able to adapt resources to meet the needs of day service users |
| **Training and Development** | * Responds to constructive feedback in a positive way * Uses reflective practice to improve performance * Undertakes all training deemed necessary * Moving and Assisting, Safeguarding, Food Safety, Makaton, First Aid, Relevant training that would help support clients’ needs * Three years driving experience and full driving licence and if eligible, a willingness to drive a Trust vehicle and undertake a driving assessment * Advantageous to have a Learning Support qualification * Good standard of education | Reflect on your working practises. What was good, what wasn’t so good, how can I improve and how will I do it next time.  Use feedback from others to improve work performance  Actively involved in the supervision process  Takes responsibility for and has a commitment to training  If appropriate you will be required to drive a minibus to various locations  Ability to travel independently to other locations for training and learning |
| **Creativity** | * Challenge conventional wisdom, hunt for great ideas from industry, other organisations, training and peers | Voice your views and ideas , even if different from others and gain insight from the world around you  Be proactive by researching into new initiatives, ideas  Overcome obstacles |
| **Initiative** | * Be proactive * Ability to be self motivated and strive towards high levels of achievement | Look for new opportunities and be willing to initiate new ideas |

