Role Title	**Day Support Worker**
Directorate / Business Hub	**Adults**
Grade	**Scale 4**
SAP Position Number	
Date Prepared	**April 2024**

Purpose

To work as part of a team of staff providing high quality and innovative person centred care, providing direct support to residents with a range of complex needs including dementia.

To support and assist residents in their personal care, respecting their privacy and dignity at all times.

Generic Accountabilities	**End Results/ Outcomes**
Organise and/or provide direct support including personal care to service users with complex needs.	Person centred support is provided, ensuring that the individual remains central to all support and care provided, and the individual is involved in all aspects of their care. Care and support is provided within procedures and to current best practice. Working with people with complex needs and/or behaviour that may challenge the service, including offering meaningful activities. Support is provided effectively and to the required standard. Mental capacity is considered in day to day working. An effective, courteous service is provided. To escalate any concerns.
To work as a member of a team and support service users with a range of complex needs including Dementia	Act as a key worker. Contact with Family members and friends. Communicates with other team members. Effective Team member.

Ensure wellbeing and safety of residents.	Concerns are reported including safeguarding to relevant person. Risk assessments are followed, and to also follow Deprivation of Liberty safeguards. Residents Safety and wellbeing is recorded.
Organise and maintain records and documents using the appropriate process /system.	To maintain all written records covering all aspects of service users' needs. To be competent in using the Council's IT systems to maintain effective records and reports
Carry out all duties with an awareness and understanding of the Safeguarding requirements within own area of responsibility.	Behaviours and actions support the safeguarding of vulnerable adults as appropriate.
Act in accordance with all policies and procedures which apply to the job and the Council, and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	**End Results/Outcomes**
Organise and/or provide intimate personal and/or social care to vulnerable adults.	Appropriate care, including the administration of medication and personal care, is provided in line with the support plan and procedures. Provide and engage in meaningful activities for Residents. Health, safety, personal hygiene and dignity of the individual are maintained. Emotional support to service users and their families/carers is provided. Receive, greet and welcome service users' family and friends. Maintain a high level of communication to achieve an excellent level of customer satisfaction. To report all concerns, queries and complaints

	promptly to the relevant person.
Receive, keep secure, reconcile and handle money appropriately. When needed issue receipts.	Money is handled correctly following procedures.

Nature of Contacts

Work directly with parents/carers and vulnerable adults in receipt of services.
May involve dealing with challenging behaviour and situations.
Work directly with members of the public.
Work directly with other professionals.

Procedural Context

Organise tasks within a support plan, using analysis and judgement to apply knowledge of procedures and best practice.

Work is within procedures and best practice guidelines including: medication, moving and handling, personal care, risk assessments, health and safety procedures, safeguarding, and passenger assistant guidelines.

Respond to changing events as required.

Promote and adhere to the professional code of practice: Code of Conduct for Healthcare Support Workers and Adult Social Care Workers in England.

Adhere to the Dignity Charter.

Key Facts and Figures

May involve use of domestic equipment.
May involve moving and handling of people and use of assistive technology.
May involve use of multimedia equipment- Tablets, mp3 players, camera, video etc.
Responsible for own and others' safety and security (e.g. home visits, community outings).
Enhanced DBS clearance required.

Resourcing:

Staff Management - Nil
Budgetary responsibilities - Nil
Responsibility for handling residents cash as keyworker and ad hoc use of prepayment cards

Competency Level: All Colleagues

Knowledge, Skills and Experience

- Appropriate experience of working with older people, plus current best practice in working with people with complex needs including Dementia.
- Sensitivity and empathy to build trusting and supportive relationships with service users and families.
- Proven ability to provide person centred support.
- Proven ability to build and maintain effective working relationships with a range of people.
- Literate and numerate. Ability to maintain required records.
- Excellent interpersonal and communication skills (verbal and written).
- ICT skills including use of Microsoft applications.
- Proven ability to manage behaviour that may challenge services.
- Proven ability to encourage and support connections and networks of service users and the local community.
- Proven ability to work as an effective team member.

Indicative Qualifications

Relevant care qualification, such as NVQ Level 2, QCF, or equivalent or willing to study for this.

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.