

# Day Support Workers

## Community Care Directorate

### Job Information

## Role Description & Person Specification

### Learning Disabilities Day Support Worker

#### What will you do?

Within Manx Care, we are committed to developing bespoke support packages which meet the needs of individual service users. We understand the importance of communication, respect and innovation, in providing care and support to service users, to enable them to achieve the maximum possible level of independence, ensuring a good quality of life.

The role of the Day Support Worker contributes to this commitment by supporting service users with a variety of complex needs, enabling them to live as independently as possible.

You will work within Manx Care Adult Learning Disability Service, delivering excellent quality care and support for Isle of Man residents.

The Learning Disability Service covers the whole Isle of Man, therefore the post holder may be required to work anywhere across the Island depending on the needs of the service at any one time.

|                                        |
|----------------------------------------|
| Executive Director Social Care         |
| Head of Adult Social Care - Operations |
| Adult Learning Disability Service Lead |
| Service Manager                        |
| Senior Day Support Worker              |
| <b>Day Support Worker</b>              |

#### Our Values

In Manx Care, we pride ourselves on being Committed, Appreciative, Respectful and Excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development are based on our CARE ethos.



## **Scope of the Job**

### **Customer Care**

To be committed and responsible for ensuring the day to day delivery of services and the safety of people being supported; giving consideration to the assessed risks, rights and choices of the individual; this being done under the advice and guidance of the Senior Day Support Worker.

To be assigned as keyworker to service users and facilitate, where necessary, service user Person Centred Planning (PCP) meetings.

### **Service Delivery**

To be responsible for working as a member of the staff team in all aspects of the delivery of Day Services. A commitment to attaining appropriate QCF qualifications and all necessary mandatory training required of the post to ensure the necessary skills and knowledge to support service users is acquired.

### **Administration**

Responsible for basic record keeping, updating RiO, carrying out assessments of individuals and dealing with service user finances received for activities - all in accordance with Departmental and Divisional Policies and Procedures.

### **Quality Assurance**

To be caring and committed to ensure that high standards of care are delivered at all times; effectively communicating with colleagues, parents, carers and other organisations.

## **Principle Duties**

### **Support for Service Users**

1. To provide appropriate assistance to service users for their individual personal needs (such as toileting and dietary requirements), treating each individual with dignity, empathy and respect at all times.
2. Under the direction of the Senior Day Support Worker, implement and participate in, where appropriate, person centred programmes of care in accordance with the assessed needs identified in the Individual Support Plans. In particular, contributing to the support and safe management of service users who exhibit behaviours that challenge.
3. To ensure that each service user has a current support plan with clear risk assessments undertaken that have understandable outcome measures (signed up to by the individual themselves, if applicable). Responsibility to promote a commitment to achieving quality outcomes by providing person centred care and support.
4. To ensure the wellbeing and personal care needs of the individuals, as identified in care plans, are met in an appropriate, respectful and discreet manner; whilst promoting the principles of a normal life enabling service users to attain a valued social role and presence in their own community.
5. Communicate professionally ensuring appropriate service user records, both paper and electronic, are recorded in compliance with departmental policy and relevant legislation.

6. To work alongside other professionals to enhance the quality of life and communication skills of the service users with specific needs as appropriate; promote independent living skills for service users.
7. To promote and work in partnership with the service users and their families, to ensure families are kept informed of any changes by ensuring all Support Workers understand the role of family inclusion.
8. To ensure that each service user remains at the centre of the PCP process through providing effective facilitation, reporting to the Senior Day Support Worker quality outcomes and unmet needs, in line with minimum standards.
9. To take on key worker responsibilities, as directed by the Senior Day Support Worker ensuring an understanding of the key worker role whilst encompassing the core Service Values.
10. To work alongside the Senior Day Support Worker to develop and maintain a needs-led Service that is monitored and evaluated.
11. To support service users in making informed choices, appreciating the context and consequences of their decisions; whilst promoting a positive attitude towards service users, protecting them from exploitation and abuse.
12. To ensure medication is held/stored and administered in accordance with the Department's Medication Policy.

### **Administration**

1. To be aware of finances and expenditure in compliance with Departmental and Divisional Financial Regulations, as appropriate.
2. To administer relevant support to service users. Ensuring that accurate and appropriate records, including RiO records, are maintained and stored in accordance with the requirements of the Data Protection Act and the General Data Protection Regulations.
3. To comply with Financial Regulations when dealing with Government and service users' monies.
4. Ensure the appropriate recording and submission of all Health and Safety and Incident Reporting is dealt with in accordance with Departmental Policies and Procedures.
5. Provide to the Senior Day Support Worker, with integrity, any information required for other professionals and outside agencies, such as Registration and Inspection, Audit Team and Access Team within the given timescale(s).
6. Be responsible for the proper use of the Purchase Card ensuring the system and procedures are followed and submit accurate transaction logs on a monthly basis.
7. To work, with flexibility, with the Senior Day Support Worker following 'in advance' staffing rotas based around the needs of the people within Day Services.
8. To be responsible for submitting accurate timesheets and necessary paperwork each month.

### **Personal Responsibility**

1. To participate in the induction and training as appropriate and monitor own training needs alongside the Senior Day Support Worker.
2. To attend formal supervision sessions with the Senior Day Support Worker in line with the current Supervision Policy.
3. To accept allocation of tasks and responsibilities as delegated by the Senior Day Support Worker.

4. To attend and participate in regular team meetings, which will be arranged by the Senior Day Support Worker no less than 6 times in a 12-month period. To use the team meetings effectively to review and plan workload and service users' needs-led activities, whilst using integrity to ensure an open and honest environment.

### **Personal Development**

1. To be committed and take responsibility for own Personal Development Plan which should reflect the core values and objectives of the Service. Attend 6-monthly PDR review meetings with the Senior Day Support Worker with the understanding that any underperformance will be reported as required via the line management structure.
2. To undertake any in-Service or appropriate training deemed necessary in order to become up to date with all mandatory training to ensure the skills and knowledge required is attained.

### **Other Duties**

1. There may be occasions when it is necessary to provide support within other areas of Adult Learning Disabilities.

### **Policy**

1. To ensure the Health and Safety risk assessments of the Day Service area are adhered to and to have involvement in regular Health and Safety Audits.
2. To ensure the Day Service area and its contents are in good working order, reporting any defects to the Senior Day Support Worker (raising calls to Estates where necessary) and maintaining an appropriate standard of hygiene.
3. To comply fully with the Adult Services' Policies and Procedures.

*This document is intended to be a guide to the general scope of duties and will be subject to periodic review in light of developments.*

### What do you need to be successful in this role?

|                                                                                           | <b>Essential or Desirable</b> | <b>Method of Assessment</b> |
|-------------------------------------------------------------------------------------------|-------------------------------|-----------------------------|
| <b>Qualifications and Training</b>                                                        |                               |                             |
| Commitment to undertake a QCF Level III in Health and Social Care if not already attained | <b>E</b>                      | CV/Interview                |
| Hold a QCF Level II/III or equivalent in Health and Social Care                           | <b>D</b>                      | CV/ Interview               |
| Commitment to undertake all mandatory and role specific training                          | <b>E</b>                      | CV/ Interview               |
| <b>Skills and Abilities</b>                                                               |                               |                             |
| Good communication skills – English language, both written and oral                       | <b>E</b>                      | CV/Interview                |
| Able to communicate effectively with families and other professionals                     | <b>E</b>                      | CV/Interview                |
| Good basic IT skills – Word Processing and Email                                          | <b>E</b>                      | CV/Interview                |
| Able to work on own initiative and in difficult situations                                | <b>E</b>                      | CV/Interview                |
| Able to work as part of a team                                                            | <b>E</b>                      | CV/Interview                |
| Able to cope with change                                                                  | <b>E</b>                      | CV/Interview                |
| <b>Knowledge and Experience</b>                                                           |                               |                             |
| Experience working with people with learning disabilities                                 | <b>D</b>                      | CV/Interview                |
| Experience working in a support/care setting                                              | <b>D</b>                      | CV/Interview                |
| <b>CARE</b><br><i>Commitment, Appreciation, Respect &amp; Excellence</i>                  |                               |                             |
| Be highly motivated                                                                       | <b>E</b>                      | CV/Interview                |
| Be person orientated                                                                      | <b>E</b>                      | CV/Interview                |
| Appreciate the needs of others                                                            | <b>E</b>                      | CV/Interview                |
| Demonstrate a responsible and professional attitude and approach to work                  | <b>E</b>                      | CV/Interview                |
| Recognise the value of positive Risk taking                                               | <b>D</b>                      | CV/Interview                |
| Be reliable                                                                               | <b>E</b>                      | CV/Interview                |
| Demonstrate a commitment to attending training                                            | <b>E</b>                      | CV/Interview                |
| Appreciate the importance of dignity, choice and respect                                  | <b>E</b>                      | CV/Interview                |
| <b>Other requirements</b>                                                                 |                               |                             |
| Isle of Man Worker                                                                        | <b>D</b>                      | Application                 |
| Full, clean driving licence (manual)                                                      | <b>E</b>                      | Pre-employment checks       |
| Physically able to carry out the requirements of the role                                 | <b>E</b>                      | Pre-employment checks       |
| Satisfactory Police Check                                                                 | <b>E</b>                      | Pre-employment checks       |