

## **JOB DESCRIPTION**

Job Title: Day Support Worker

Department: Day Opportunities

Reporting to: Service Manager

### **Main Job Functions:**

To support the effective delivery of services in all aspects of customer experience for adults with profound and multiple disabilities.

- Empowering customers to have independence and choices, and to develop meaningful relationships with peers.
- Supporting customers with complex needs to engage in activities in a group or 1:1 session.
- Assistance with personal care and mobility based on a Care and Support plan.
- Using communication skills to enhance communication, inclusion and engagement.

### **Main Duties:**

#### **1. Supporting customers**

I.	Review and adapt a range of community and centre based recreational, learning and work skills activities. Involve customers and relevant professionals (occupational therapists / SALT) in the design of activities in order to develop options that meets their needs and interests.
I.	To undertake personal care and support for individual customers including support with toileting, eating and changing as required.
II.	Enabling customers to increase their independence skills and improve their access to the wider community.
III.	To communicate with customers in a manner that is appropriate for their communication needs and style. This includes use of visual aids, technology and Makaton.
IV.	To support customers with medication needs through prompts and administration, dependent on the customers care plan and

	training, where required.
V.	To support customers in the community as part of a sessional activity. Where necessary support a customer 1:1 in the community as part of a movement break.
VI.	To assist customers with their mobility including the use of aids such as wheelchairs, hoists, etc.
VII	To assist in the preparation of meals and drinks; and, to provide assistance with eating and drinking dependent upon customer needs.
VIII	To enhance the customers communication and engagement in activity sessions. Where necessary breaking down task, or adapting them to enable a customer to participate.
IX.	To oversee monitoring of the customers welfare and to report any concerns to the Service Manager.
X.	To immediately report to management any incidents or noticeable changes in health, behaviour or circumstances of customers, whilst maintaining customers' rights to privacy and confidentiality, and to take the appropriate actions.
<b>2. Service Delivery</b>	
I.	To ensure customers engage to their best possible ability, with the sessional activity they are attending.
II.	Contribute to support plans and risk assessment with individual customers and as a team ensure a consistent quality approach.
III.	Take responsibility for ensuring that all work undertaken on behalf of the Trust complies with good practice regarding Safeguarding and Whistle Blowing, reporting any concerns to the Service Manager
IV.	Ensure that all service delivery is supportive, encouraging, and facilitative- assisting and completing tasks with people and not for them.
V.	To ensure that safe and accurate handovers take place between staff and to ensure clear and accurate information is included in any notes and communications books.
VI.	To comply with and adhere to Trust policies and procedures including: Safeguarding, Whistleblowing, Health and Safety, Lone Working, IT, Customer Finance, Confidentiality, Risk Assessments and Mental Capacity.

<b>3. Customer Focus</b>	
I.	Seek opportunities to involve customers in changes to service design and delivery.
II.	To work with customers, advocates, family members and others (including external agencies, volunteers and care managers) to meet customer aspirations and goals. This could include contributing to a customer's service review.
III.	To work with customers, advocates, family members and others to design and implement their own self-assessment of needs and ensure that these are included in the Care and Support Plan.
IV.	To communicate with the customers using Their preferred method of communication.
V.	To represent the Trust's values and behaviours at all time, and adhere to the Trust's Code of Conduct and Performance Expectations.
<b>4. Development of Skills</b>	
I.	As required, to attend training courses, supervision sessions, staff meetings and annual appraisal meetings to share best practice, maximise organisation and personal development and effective communication.
II.	Attend mandatory training including First Aid and all refresher training within the required timescales
<b>Note:</b>	
In addition to these responsibilities, employees are required to carry out such other duties as may reasonably be required.	

**Date of Description: November 2023**  
**Job Description Ref: Day Support Worker**  
**Prepared by: Service Manager**



Job Title: <b>Day Support Worker</b>	Essential / Desirable
<b>Knowledge:</b>	
How to tailor support to suit the needs of an adult with profound learning disabilities, and/or additional healthcare and support needs	Essential
An awareness of the requirements of relevant legislation, including the Mental Capacity Act 2005, Care Act 2014 and Health and Social Care Act 2008	Essential
An understanding of equality, diversity and the social model of disability and how both relate to the work we do day to day with our customers.	Essential
<b>Skills &amp; Abilities:</b>	
Ability to adapt engaging activities sessions which enable individual(s) with complex sensory needs to participate.	Essential
Able to assist/provide personal care including oral care, basic medical care, toileting, in a way which is both dignified and respectful. This will be in line with the support plan of customers and where required.	Essential
Experienced and confident in communicating with customers using a range of techniques such a picture exchange, objects of reference, social stories, schedules and Makaton.	Essential
Skilled in breaking down set tasks and activities to ensure that the customer you are supporting, can take part to the best	Essential

of their ability, and their sensory needs be met.	
Able to work co-operatively and as part of a team to ensure the best possible outcome for all customers.	Essential
Able to support a customer in the community / in one of our services, in a manner which allows them to be as independent as possible in a risk measured environment.	Essential
Experience of supporting a person on a 1:1 or 2:1 basis or in group activities.	Essential
Able to understand, adapt and support a customer, based on instruction and set activities, planned by a member of staff.	Essential
Able to understand and adopt a flexible approach to supporting customers, according to the customer's requirements, medical condition and behaviours.	Essential
Ability to use IT systems as a tool to support customer engagement	Essential
Able to follow written instructions and produce written records, documenting activity, incidents, accidents and inform managers of issues appropriately.	Essential
Able to recognise changes in a vulnerable person's welfare / health, wellbeing and safety and report in line with policies and procedures.	Essential
Able to encourage, support and facilitate personal development of those you support.	Essential
<b>Experience:</b>	
Experience of being responsible for the safety of others.	Essential
Experience of supporting adults with profound learning disabilities, who require support utilising a variety of	Essential

communication methods	
Experience in using communication and as a tool to support the engagement and focus of an adult with learning disabilities	Essential
Experience in using a variety of methods to engage an individual in an activity.	Essential
Experience of working with individuals who require a sensory diet.	Desirable
<b>Other requirements of the role</b>	
Disclosure and Barring Service (DBS) Enhanced Check **	Essential

\*\*As part of the conditional offer of employment a satisfactory DBS check will be required