



Job Role:	Service Support
Service:	Wirral Evolutions
Reports to:	Team Leader
No. of Subordinates:	N/A
Salary:	WE4 £18,941 per annum or pro rata

Job Role

To work in a day time opportunities service based in community settings. Implementing and delivering identified activities to meet outcomes for individuals we support. To support individual needs both physically and emotionally. To act as a member of a team in providing an environment in which people may lead as normal a life as they are able, maintaining individuality, dignity and retaining their status as independent adults in so far as is possible. Duties may include such direction of volunteers and service resource staff as is required to meet the personal needs of the people we support.

Key Tasks

- Caring physically, emotionally and intellectually for people attending day time provision.
- Acting as a supporter and enabler concerned primarily as a care assistant. The establishment of meaningful relationships and activities with people, both at home (where appropriate) and in the community ensuring the maintenance and development of independence.
- Provide assistance to support coordinators, team leaders and managers.
- Work in designated areas in and across other company sites as and when required.

- Always work to high professional standards adhering to code of conduct, Dignity in Care and deliver excellent customer care.

KEY RESPONSIBILITIES

People

- Assist people with their individual needs which may include personal care, hydration, nutrition, medication and be mindful to and follow safeguarding requirements.
- Maintain, develop and design resources for activities and ensure you consider a person centred approach that meets with current legislation requirements e.g. Care Act, Mental Capacity Act, Disability Discrimination Act, Health and Safety etc.
- Observe, monitor, review and promote the health and well-being of individuals in our care whilst in the building and local communities.
- Mentor and support new staff, subordinates, volunteers, work and student placements.
- Ensuring positive relationships are developed with colleagues, carers, other service providers and all stakeholders who come into contact with the service.
- Responsibility for own wellbeing and the wellbeing of peers when engaging with vulnerable or disadvantaged groups and individuals.

Financial

- Responsible for good value and appropriate spending for external social activities.
- Follow financial procedures i.e. seek authorisation before purchasing items out of petty cash, always obtaining a receipt.
- Wherever possible promote individuals to manage their own finances, ensure receipts are obtained, record in diary sheets when and where people you are supporting are spending money.

Strategic

- Ability to interpret and apply policies and procedures and maintain expected standard of record keeping e.g. contribute to implementation, follow, monitor and review management plans, risk assessments, activity timetables, person centred plans and other relevant documentation.
- Contribute to appraisals, supervision and team meetings.
- Adhere to Health and Safety policies and procedures e.g. food hygiene, first aid, moving and handling, COSHH, incident reporting, fire safety etc. and report issues to the appropriate person in a timely manner.
- Undertake tasks to maintain a good standard of house- keeping round the building and external grounds.
- To challenge poor practice and discrimination.
- Understanding of Data Protection and Freedom of Information Acts.
- Knowledge of relevant legislation.

Resources

- Be proactive in energy saving and ensure best value for money.
- Contribute to building inspections, reporting faults/repairs to management, record in repairs book etc.
- Compliance with building security procedure.

Planning and Organising

- Prioritise own workload.
- Compliance with duty rota.
- Ensure and maintain effective communication between internal and external parties using verbal, written and electronic formats e.g take part in meetings, read communication books, complete relevant documentation, report, record

and escalate concerns, read one page profiles and follow outcome plans, respond to emails etc.

- Contribute to fund raising and social events both within the centre and local community.

Decision Making

- Have an awareness and follow the Company's policies i.e. attendance management, disciplinary, whistleblowing, data protection, confidentiality, complaints, conflict of interest, gifts and hospitalities etc.
- Discuss and recommend person centred changes to care plans.
- Evaluate and escalate issues of concern appropriately.
- Work as part of a team and where appropriate participate in discussions.

EXPERIENCE, QUALIFICATIONS, KNOWLEDGE AND SKILLS

Essential Criteria

- Knowledge of person centred approaches to delivery of care, support and community based services.
- Experience of working in a social care setting. This can be voluntary work or gained from life experience.
- Specialist health and safety awareness applicable to the role.
- Ability to communicate effectively verbally, electronically and in written formats.
- Ability and willingness to work flexibly.
- Ability to keep up to date with mandatory training, hold your own training record and undergo and then hold a current DBS.

Desirable Criteria

- Health and Social Care Qualification Level 2 or above.
- Experience of working with people with challenging behaviour or people with complex needs.
- Experience and knowledge of procedures and associated paperwork, especially relating to working in a person centred way.

Additional Work Elements

To undertake any other such duties as may be required by the Managing Director of Wirral Evolutions or such other Officer as may be authorised.