



Day Centre Officer/ Support Worker

JOB PROFILE

Incorporates

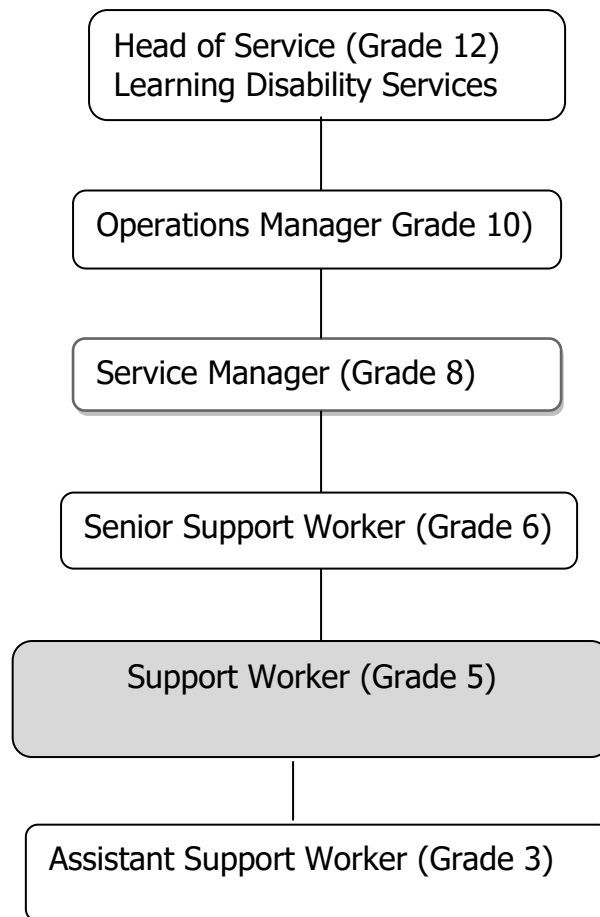
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SECTION 1: POST DESCRIPTOR

1. JOB DETAILS	
Job Title: Day Centre Officer / Support Worker	
Service: Mental Health, Addictions and Learning Disability.	Section: Learning Disability Service
Reports to: Service Manager	Grade: 5
Position Number: SW1019	Gauge Reference: A3154
2. JOB PURPOSE To deliver high quality day services which meet the assessed needs of individual service users, promoting independence. Enhancing West Dunbartonshire Councils role as a provider of learning disability services, in accordance with the values and principles of the Health and Social Care Standards, the SSSC Code of Conduct for Support Workers and within the policies and procedures of the council. To work as part of a large multi-disciplinary staff team enabling service users to achieve their identified outcomes and life goals.	
3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities) Budget: None Staffing Direct: None Staffing Indirect: None	

4. ORGANISATIONAL CHART

(shows levels directly above and below this post and includes grades of posts)



5. ROLE OF DEPARTMENT/SECTION

The section is responsible for a wide range of services to adults with learning disabilities throughout West Dunbartonshire, including assessment and care management, direct social care provision (community and building based) and health care.

All services are managed and developed in line with the relevant Service and Operational plans and in accordance with other drivers such as national and local strategies plus relevant legislation, policy, procedures and guidance.

Day Support Services are registered with The Care Inspectorate.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

Plan, prepare, deliver and evaluate individual and group activities, including accessing community and service resources as required.

Coordinate and manage group/individual activities in a variety of settings

Contribute to the assessment and care management process by coordinating assessments, sharing information and writing reviews and reports in accordance with policy, ensuring full involvement of individual service users.

Contribute to multidisciplinary assessment of individual service user needs.

Liaise with partner agencies as required.

Undertake medication administration in line with policy

Provide service users with direct support with personal care, respecting individual rights and choice and, where necessary, advocate on their behalf.

Ensure current personal care needs of service users are met.

Monitor and maintain the safety and hygiene of the working environment.

Maintain records for key service users in accordance with policy.

Undertake and participate in mandatory and in service training and personal development opportunities as agreed with line management.

Participate in and contribute to individual supervision provided through line management.

Participate in and contribute to team meetings

Share knowledge and expertise with appropriate learners

Ensure that standards of confidentiality are maintained at all times in line with policy.

Work in a flexible manner, which may include evenings and weekends when service demands.

Undertake such other duties and responsibilities that may be reasonably required by the service.

7. PROBLEM SOLVING

The post holder will be expected to adopt a pro-active approach to any issues arising in a work context by observing, reporting and/or devising, for example, protocols and risk assessments to effectively address these.

The post holder will be required to deal with a number of potential problems in relation to many aspects of their work. There will be instances whereby the post holder will manage and solve these without consultation with line manager. However, during formal and informal supervision there will be opportunity to explore a range of problems and solutions. Departmental policies and procedures are in place.

They would be expected to address any issues arising by working collaboratively with other relevant agencies and colleagues with the safety and wellbeing of service users and staff as a priority.

The post holder will follow established protocols, care plans and assessments to minimise potential problems/ issues.

The post holder will be responsible for reporting problems/issues to their line manager.

8. PLANNING

Plan, prepare, deliver and evaluate individual and group activities, including accessing community/ building based service resources as required.

Coordinate and manage group/individual activities in a variety of settings

Contribute to the assessment and care management process by coordinating assessments, sharing information and writing reviews and reports in accordance with policy, ensuring full involvement of individual service users.

Contribute to Service Development.

9. ASSIGNMENT AND REVIEW OF WORK

The post holder will be expected to undertake the tasks and responsibilities above, plus undertake such tasks as directed by Senior Support Worker/ Service Manager insofar as these are deemed reasonable in the terms of the above tasks.

Undertake and participate in mandatory and in service training and personal development opportunities as agreed with line management.

Throughout the year there will be regular supervision meetings with their line manager to discuss personal development and ensure on-going communication on current issues and workload.

10. COMMUNICATIONS AND WORKING RELATIONSHIPS

Internal & External communications and working relationships:

The post holder will be expected to develop and implement effective, transparent and consistent methods of communication with all colleagues, both internal and external to the organisation, other local authority departments, service users and carers. The primary aim of such communication will always be to promote the best interests of service users and carers and may include responsibilities such as:

- implementation and review of a service users care plan for that service
- implementation and review of risk management arrangements
- implementation and review of protocols governing such areas as behaviour management, personal care, eating and drinking etc.

The post holder will be expected to attend and contribute to a wide range of multi-agency meetings including planning meetings, service user's reviews, single issue planning and strategic forums.

11. DECISION MAKING

The post holder will be expected to make decisions in a timeous, effective, informed and practical manner, in line with the best interests of service users, and policy.

They will inform their decision making through an awareness of all relevant legislation, best practice guidelines (e.g. Health and Social Care standards), care plans, protocols, policies and procedures.

12. MOST CHALLENGING PART OF THE JOB

Able to adapt and react to, at times, unpredictable situation in a timeous and appropriate manner.

Ensuring Support is service user lead and not service lead at all times.

Being flexible and be a support rather than do tasks for service users.

Supporting service users to make informed choices without giving personal opinion so they can make their own decisions.

Allowing Service Users to take informed risks.

13. GENERAL

Disclosure/PVG membership: Yes – PVG Adults
SSSC registration where required.

Politically Restricted Post: No

The duties and responsibilities contained within this Post Descriptor are neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Post Descriptor may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

14. WDC Training

West Dunbartonshire Council – Operates [Skills Passports](#) for all employees, which details the training available, including any mandatory courses and timescales for these to be completed. Skills passports are available via the Council's Intranet [Organisational Development & Change](#)

- Skills Passport A – New Entrant Employee Passport - New Employees - 6 month starter passport which includes WDC Induction; Equality & Diversity; Data Protection (GDPR) & Security Awareness and relevant i-learn modules; Policy

Reading: Code Of Conduct; ICT Information Security Policy and Acceptable Use Policy

- Skills Passport B – WDC Employee Passport: Includes relevant i-learn modules

15. ROLE SPECIFIC TRAINING

Listed below are the training requirements which must be completed in order to undertake this position, with timescales where appropriate. This is in addition to generic WDC training listed above: Health and safety induction. Fire safety awareness. Attendance management. Achieve living the values. Disciplinary policy and procedure. Introduction to HR21 self-service. Pension awareness for local government employees. Specific mandatory courses interpersonal skills/values

Role specific training includes

- Adult support and protection
- Promoting positive behaviour
- Moving and assistance
- Medication training
- Epilepsy Awareness
- Autism spectrum disorder

This list is not exhaustive and service specific training will be provided.

Post Descriptor Prepared by: Unit Manager

Date: 30th May 2025

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
SVQ 2 in health and social care, willingness to work towards level 3	SVQ 3 in health and social care, HNC in health and social care.
Training	
	Adult support and protection
	Autistic spectrum disorder
	Moving and assistance
	Inclusive Communication
Experience	
Delivering group work, building based and community activities. 1-1 support.	Working in a social care setting
Providing direct personal care	
Key worker responsibilities	
Working in learning disability services	
Knowledge and Skill	
Effective written and verbal communication skills	Understanding of challenges facing service users with a learning disability
Effective organisation and time management skills	Current national/local drivers for development of learning disability services
	Experience in electronic record keeping
Disposition	
Work using own initiative	Ability to adapt to change
Work under pressure and to deadlines	Develop effective working relationships
Work flexibly as part of a team	
Ability to maintain confidentiality	
Ability to support service users with dignity and respect.	