



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	
Department: HSCP	Section: Learning Disabilities, Mental Health and Addictions. Housing Support Services
Reports to: Service Manager	Grade: 5
Position Number: SW0996	
2. JOB PURPOSE To work as part of a larger staff team to support and assist service users in their home environment and access a wide variety of community resources. Support service users to develop independent living skills, within their own tenancies.	
3. DIMENSIONS and SCOPE OF JOB (including budgetary and staffing responsibilities) Budget: n/a Staffing Direct: n/a Staffing Indirect: n/a	
4. ORGANISATIONAL CHART (shows levels directly above and below this post and includes grades of posts) Operations Manager (grade 9) Service Manager (grade 8) Senior Support Worker (Grade 6)	

Day Centre Officer / Support Worker
(Grade 5)

Care Assistant (Grade 3)

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 & 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.

Support Services are registered with the Care Inspectorate.

6. KEY ACTIVITIES, RESPONSIBILITIES and OUTCOMES

Provide Support to individuals with personal care, socialisation and achieving agreed goals and outcomes.

Participate in planning and development of individual support within each locality. Work in a person centred way, offering support to service users consistent with their individual life plans.

Ensure that standards of confidentiality are maintained at all times.

Work in a rota system, inclusive of evenings, weekends and sleepover duties when required.

Comply with all associated Health and Safety requirements.

Attempt to ensure, as far as practically possible, that the support offered to service users and/or their carers contributes to an improvement in the quality of life of that service user/carer.

Ensure the support you provide to service users have possible outcomes for the service users and carers.

Ensure that all records pertaining to the implementation and reviewing of service user's care plans are fully up to date and have full service user involvement.

7. PROBLEM SOLVING

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

The post holder will follow protocols, care plans and risk assessments in place to minimise potential problems.

The post holder will be required to deal with a number of potential problems in relation to many aspects of their work. During formal and informal supervision there will be opportunity to explore a range of problems and solutions. Departmental policies and procedures are in place.

The post holder will work in a multi-disciplinary way with other agencies / health care to problem solve on a service users behalf.

8. PLANNING

The post holder will be responsible for planning for reviews and to contribute to the development and implementation of care plans for each service user they have responsibility for.

They will also be expected to contribute to service development.

10. 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:

- Responsibility for implementation and review of a service users care plan for that service
- Responsibility for implementation and review of risk management arrangements
- Responsibility for 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.

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

12. MOST CHALLENGING PART OF THE JOB

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.

13. GENERAL

Disclosure/PVG membership: PVG (Adults)

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 and timescales for undertaking courses. Skills passports are available via the Council's Intranet [Organisational Development & Change](#)

- Skills Passport A – New Entrant Employee Passport

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. Noting this is in addition to generic WDC training listed above.

- ASP-Protection Basic Awareness
- Data Protection 2018 and GDPR
- Patient Handling/ Moving and Assisting Training
- PPB Promoting Positive Behaviour (legislation and guidance)
- Codes of Practice SSSC
- Fire Safety
- Ladder Safety Awareness
- Safe Administration of Medicine SSSC.

SECTION 2: PERSON SPECIFICATION

Essential	Desirable
Qualifications/Professional Membership	
SVQ Level 2 Social Care (or equivalent)	SVQ 3
Must register with SSSC within 6 months of taking up post	Person centred planning experience
Training	
Willingness to undertake any training designed to increase ability to improve job performance	Evidence the candidate has undertaken previous training that will enhance their ability to perform well in post.
Experience	
Experience of working with adults with disabilities.	Experience of multi-disciplinary working.
Knowledge and Skill	
Good communication skills. Be able to demonstrate ability to value people with a learning disability.	Ability to use initiative as appropriate to circumstances.
	Ability to form/ sustain relationships.
	Driving Licence free of penalty points.
Disposition	
Caring, cooperative, calm and value driven.	
Any Additional Job Requirements	
To be able to work within a rota and undertake flexible working across the course of the week, including weekend working and sleepover duty.	