Role Profile

Post Title:	**Development Worker (Day Opportunities)**
Grade:	**6**
Date Created:	**20th October 2021**

ROLE DEFINITION

Working as part of team to provide direct support and assistance to Day Opportunities customers and enable them to achieve their personal outcomes.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.

- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Provide practical support to customers as required to enable them to achieve their personal outcomes. This will include administration of medication, personal care, assistance with food & eating and any other tasks or procedures required to meet individuals needs that will enable them to achieve their outcomes. This may include PEG assistance and assistance to people who may have epilepsy which may require rescue medication.

- Assisting customers including individuals who have complex physical, emotional, and psychological needs with tasks for example pushing wheelchairs, assisting with personal care, using hoists/slings. Assisting customers with positive behaviour approaches and who may require physical intervention.

- Requirement to layout room spaces from time to time to ensure that customers can participate fully e.g. safely moving tables, carrying/lifting boxes of equipment etc.

- Work in a way that demonstrates an asset-based and active support approach which focuses on individuals' gifts and talents and enables individuals to achieve their personal outcomes.

- Required to demonstrate risk enablement and follow plans/guidance and flag up areas of concern to senior colleagues. This includes dynamic risk assessment of situations.
- Implement all relevant legislation and guidance relevant for the sector including but not limited to Adult Support and Protection, SSSC Codes of Practice, Health and Social Care Standards and Health and Safety guidelines.
- Providing assistance to customers to get to and from various locations to ensure they can achieve their personal outcomes, by means and method appropriate for the individual.
- Contribute to the planning of outcomes and activities alongside our customers and re-assessing where required
- Contribute to information sharing and recording both written and electronic in line with the expectations and level of responsibility of the role and assisting colleagues as required. This includes sharing information with customers, parents, carers and other key stakeholders.
- Facilitating shared, group and one to one experiences that enable people to achieve their outcomes including supporting the development of positive relationships.
- Identify and report areas of risk or concern regarding our customers and or service. This includes adult protection issues in line with legislation.
- Where appropriate adopt a 'clean as you go' approach and ensure areas of the building are left clean and tidy ready for the next use. This may include cleaning of high touch areas etc.
- Ability to utilise communication systems where required in order to meet individual's needs. This includes contributing to the use/development of resources/methods/devices/tools enhancing customer communication and ensuring the ability to communicate effectively with all customers (e.g. communication passports).
- Using social media and adapting effective communication via various online platforms to enable positive engagement whilst minimising social isolation.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• SVQ Level 2 in Health and Social Care or equivalent OR equivalent experience (Applicants with equivalent experience will be required to attain relevant SSSC by a required date)	• SVQ Level 3 in Health and Social Care or equivalent OR equivalent experience	• Application Form • Interview
Experience	• Working alongside people with additional support needs	• Using Microsoft packages e.g. Word and Excel	• Application Form • References • Interview
Specialist Knowledge	• Understanding of the challenges and needs of the customer group • Understanding of the values that underpin working in social services and an ability to demonstrate these in practice	• Ability to use various communication aids/methods to meet individuals needs	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Written and verbal communication skills • Ability to work on own initiative as well as part of a team • Interpersonal Skills	• Ability to use social media positively in a social care environment	• Application Form • References • Interview

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Other	• Ability to undertake training relevant to the role • Required to join the PVG scheme for this type of regulated work • Ability to work flexibly including evening/weekends where required • Ability to achieve SSSC registration	• Current UK Driving Licence • Registered or in the process of registering with the SSSC where relevant	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind