Job Description and Person Specification

POST IDENTIFICATION

Post Title:	Day Services Assistant
Job Evaluation ID:	2330SS
Grade:	5
Directorate:	Education and Social Services
Division:	Adult Services
Section:	
Location:	Community based settings throughout Caerphilly County Borough Council
Responsible to:	Senior Community Services Officer

JOB PURPOSE

Support in the implementation and provision of daytime opportunities for Adults with a wide range of care support needs; that promote choice and independence via a range of community based activities.

KEY RESULT AREAS

1. Personal support for individuals.
2. Safe management of risk.
3. Service provision/planning.
4. Personal development.

DETAILED TASK PROFILE

1. Personal support for individuals

Assist individuals who need support in areas such as eating meals and personal care, whilst respecting people's need for dignity and privacy.

Assist/support individuals with mobility needs, working to the individual's safer handling plan.

Ensure the safety and well-being of individuals including those who may present behaviours that can challenge the service.

Actively encourage individuals to participate in activities according to their choice and ability.

Support individuals to develop and maintain their confidence, social skills and sense of personal worth.

Develop relationships with individuals and their carers to maintain appropriate channels of communication.

Encourage individuals to express their views about the help and service they require.

Work in person centred way in line with the principles of 'Dementia Care Matters'.

Undertake escorting duties as required both within the community and to and from the individuals' homes.

Ensure that individuals' needs are met appropriately at all times.

2. Safe management of risk

Assist in the safe management of risk by adhering to Risk Assessments and Management Plans in conjunction with the policies and procedures of Caerphilly County Borough Council (CCBC).

Actively promote a safe environment, immediately reporting faults and risk hazards to the management team, thereby ensuring a safe and consistent service is maintained at all times.

Ensure compliance with the Protection of Vulnerable Adults policy at all times by adhering to and implementing POVA procedures in conjunction with Senior Community Services Officer.

Undertake monitoring and complete reports and record accidents and incidents to ensure the health and well being of the individuals who access the service.

Carry out Health and Safety checks and monitoring as directed.

Undertake the safe administration of medication in line with the CCBC Medication Management and Good Practice Guidance Policy.

3. Service provision/planning

Accept key worker responsibilities for specific individuals and in conjunction with the Senior Community Services Officer ensure that the individuals have a personal plan that is up to date and regularly reviewed to reflect individual need.

Participate in annual Care and Support and Personal Plan reviews.

4. Personal development

Work as part of a team and make an active contribution to team development and planning.

Demonstrate a commitment to personal development by participating in departmental or external training/learning opportunities and pursuing/obtaining a qualification relevant to the post.

Accept and contribute to personal supervision in accordance with the Directorate's Supervision Policy and participate in the Council's Personal Development Review process and to undertake further training as agreed within this process.

Contribute and participate in relevant meetings.

Work in an anti discriminatory manner.

KEY WORKING RELATIONSHIPS

Communicate, liaise and work effectively in partnership with individuals, carers, care managers and other relevant professionals and partners internal and external to CCBC.

Maintain, develop and sustain good relationships with families and carers and promote the service and its individuals positively.

Encourage individuals' self-advocacy.

VALUES AND BEHAVIOURS

Accountability

1. **Take responsibility for your work** – Own your decisions, tasks and outcomes.
2. **Deliver on your commitments** – Meet deadlines, honour promises and let your team know early if something might slip.
3. **Be honest about mistakes** – If you make an error, acknowledge it quickly and take action to fix it and learn from it.

Trust

1. **Be honest and transparent** – Communicate openly, tell the truth, and don't hide mistakes or important information.
2. **Act with integrity** – Do the right thing, even when no one is watching, and treat everyone with fairness and respect.
3. **Listen actively and respectfully** – Show that you value others' perspectives by giving your full attention, asking questions, and responding thoughtfully.

Respect

1. **Treat everyone with courtesy** – Act politely, use respectful language, and show kindness in your daily interactions.
2. **Value differences** – Show appreciation for diversity, different ideas and perspectives.
3. **Acknowledge contributions of others** – Give credit where it's due and show appreciation for efforts of others.

Honesty

1. **Communicate clearly and directly** – Be clear, concise and open with your language.
2. **Speak up about concerns or unethical behaviour** – Report issues respectfully and responsibly.
3. **Give honest feedback respectfully** – Share constructive feedback that's truthful, helpful, and aimed at improvement.

Working together

1. **Share information and ideas openly** – Keep colleagues in the loop, collaborate effectively and contribute knowledge that helps the organisation to succeed.
2. **Offer help and support** – Step in when others need a hand and offer your time and skills.

3. **Resolve conflicts constructively** – Address disagreements calmly, listen to all sides, and focus on solutions.
4. **Celebrate team successes** – Acknowledge wins and recognise the contributions of others.

RESPONSIBILITIES FOR STAFF

Post Titles, Numbers and Level of Accountability

No direct line management responsibility for any staff.

RESPONSIBILITIES FOR RESOURCES

Financial; Plant; Buildings or Equipment

Handle small sums of money on behalf of the individuals in line with CCBC policies and procedures as and when required.

Shared responsibilities when required for the security of the building, eg opening and closing and the operation of the security alarm system.

Data Systems

Ensure all individuals' records are maintained and stored in accordance with CCBC policies.

Set up and maintain individuals' files in line with key worker responsibilities.

WORKING ENVIRONMENT

Day Services Assistants will be mainly building based; however, there may be a requirement to support individuals with community visits, within other council establishments and locations as required

Community based Day Services Assistants will visit other council sites, community facilities and other locations as required.

Support individuals in the community, which may sometimes involve lone working and making necessary decisions relating to individuals as and when required.

Potential to be exposed to conditions that may be deemed unpleasant.

Potential to work in unfamiliar environments when working in the community

ADDITIONAL REQUIREMENTS

Politically Restricted:	No
Disclosure and Barring Service Check:	Enhanced
Barred List Check:	Adults
Baseline Pre Employment Medical Assessment:	Yes

Registration:	No

ORGANISATIONAL RESPONSIBILITIES

Understands and demonstrates the principles of confidentiality.

Work within the policies and procedures of the Council including recognising the duty to protect vulnerable adults, children and young people.

Understands and demonstrates commitment to the Council's policies.

Demonstrate commitment to ongoing personal development.

The duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties or level of responsibilities entailed. The post-holder is therefore expected to undertake such other duties as may be requested provided the general character of the duties or level of responsibility does not change.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	Level 2 qualification in Care on the Credit and Qualifications Framework or the commitment and ability to attain the qualification within 1 year of appointment (subject to availability of training).	Level 3 qualification in Care on the Credit and Qualifications Framework. Administration of Medication. Basic Food Hygiene or equivalent.
KNOWLEDGE	An understanding of disability issues such as empowerment, choice and advocacy.	To work in a Person Centred way that empowers individuals to achieve their personal goals. An understanding of epilepsy. An understanding of the cause and effects of behaviour that can challenge the service. Knowledge of the policies and procedures of CCBC.
SKILLS	**Personal** Ability to adopt a motivated, committed and flexible approach to duties, which could include working in community locations/bases within the county borough of Caerphilly. Ability to assist with personal care and hygiene while respecting an individual's privacy and dignity. Ability to form and maintain good relationships with the individuals/ family and carers. Ability to work as a team member and on own initiative. Ability to communicate effectively both verbally and in writing. Ability to work to individual Management plans/ Risk Assessments/Service Plans. **Outcome Orientated** Ability to produce accurate records.	Ability to manage time effectively. Ability to converse in the Welsh language.

	ESSENTIAL	DESIRABLE
	Demonstrate an ability to communicate effectively with individuals, carers/relatives and other professionals. Contribute effectively to team meetings/planning as required. Accept and contribute to personal supervision and personal development review.	
EXPERIENCE	Experience of maintaining and building effective relationships. Experience of working in a care setting.	
OTHER	Promote clear understanding of the sensitive and confidential nature of the role. Work in an anti-discriminatory manner. Work in accordance with the Social Care Wales “Code of Professional Practice and Guidance for Social Care” in respect of Workers and Employers. Demonstrate a commitment to personal training and development by undertaking any specific training and learning relevant to the post, eg Basic Food Hygiene. Demonstrate a commitment to enable people to be as independent as possible. Community based staff require a Full UK Category B (Cars) driving licence and the use of a motor vehicle insured for business/work to transport individuals throughout the county borough.	

HUMAN RESOURCES AUTHORISATION

HR OFFICER:	DATE:
L Farmer	18/10/2016
J Harrington	29/08/2018