



Role Profile

Job Title

Day Services Care Support Worker

Salary range

Contract

Various

Main location

Portland Day Services

Hours and basis

Various

Reports to

Day Services Manager / Day Services Coordinator

Date of issue

January 2025

Why Portland College needs this role

Portland Day Services supports people with disabilities to have a meaningful day, based on our Mansfield campus and from community locations, including our hub sites. We need caring and compassionate people, who can show commitment to these positive values and deliver safe care with energy and enthusiasm. As a Day Service Care Support Worker, you will be integral to helping us achieve this.

Our Day Service is built around 6 Key Performance Indicators (KPIs). These are things we strive to achieve for all individuals that access the Day Service.

- Social inclusion (this includes being safe)
- Gaining and maintaining independence
- Positive physical and mental health and wellbeing
- Meaningful engagement, including the achievement of life goals
- Support to move onto other services where appropriate (transition)
- Involvement of the citizen, families / carers and other professionals in care & support planning and service delivery

What you will be doing

Care and Support

- Provide high standards of care and support in line with agreed Care & Support Plans and other associated care documentation
- Ensure support, care and guidance are provided having due regard to the Mental Capacity Act
- Monitor the well-being of learners/citizens and report any concerns without delay to the appropriate person
- Work in collaboration with a multi-disciplinary team approach to meet the care needs of citizens

Active Supporter

- Support citizens to positively engage with meaningful daily activities
- Be proactive in planning daily activities so citizens have daily opportunities to develop new skills, their self-confidence and achieve individualised goals
- Ensure citizen independence is maximised at every opportunity
- Positively participate in citizen reviews when requested, providing feedback on citizen progress
- Effective and professional communication with citizens, colleagues and all other stakeholders i.e. parents, carers and external professionals



Role Profile

Job Title

Day Services Care Support Worker

Record Keeping

- Complete all required daily care records in a timely manner. These will be detailed and accurate to evidence care provided and citizen's engagement, achievement and progress
- Contribute to regular review and updates of citizen's Care & Support Plans
- Attend and contribute to citizen 'case conference' meetings when required

Health and Safety

- Work in line with all health & safety procedures and risk assessments at all times
- Adherence to moving & handling procedures at all times
- Be proactive in following infection control guidelines at all times. This includes the wearing of appropriate Personal Protective Equipment (PPE) and helping maintain a clean and tidy environment in the Day Service
- Report any health & safety concerns to the appropriate person in a timely manner
- Have due regard for your own safety at work, the safety of your colleagues and the safety of all citizens in your care, seeking further advice when necessary

Key results we want to see from this role (Direction and Pressure of Work)

- Positive feedback from all stakeholder groups about the care, support and activities you are involved in delivering
- You take responsibility for meeting all care and support needs of citizens at any time, adhering to and working in line with all agreed care and support documentation
- Successful engagement of citizens in meaningful activities throughout the day
- Evidence of high-quality record keeping that is complete and accurate

Dimensions of the role (Managerial & supervisory and accountability)

- You will be working within a team of highly motivated care staff and will work flexibly across the service to ensure the seamless delivery of person-centred care
- You will work flexibly to help meet all operational aspects of the service
- You will provide group activity support, 1-1 support or additional support (personal care) as required on a daily basis
- You will be expected to work from all locations the Day Service is delivered from
- You will be expected to work with all citizens that access the Day Service, including citizens with profound and multiple learning disabilities (PMLD) and challenging behaviours
- You will work flexible hours if required to support citizens with planned activities
- You will contribute towards a culture of continuous quality improvement within the day service provision
- You will positively represent and be an ambassador for the day services department in all of your work and should demonstrate professional credibility at all times

Key work relationships

- Directly line managed by a Day Service Coordinator whilst also working under the guidance and direction of the Day Services Manager, Deputy Day Services Manager and Designated Safeguarding Team
- Observe confidentiality of clients' information (GDPR)
- Promote and maintain all aspects of good teamwork and take personal responsibility towards



Role Profile

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Day Services Care Support Worker

ensuring team's healthy functioning

- Participate in the agreed system of appraisal and own performance review
- Be fully committed to your own continuous professional development (CPD), undertaking development opportunities as required for the role

Working Environment and working patterns

The role will generally involve working 8.30am to 4.30pm, Monday – Friday. However, some flexibility will be required to work outside of these hours to meet the operational needs of the service. This may include working early mornings, evenings, weekends and bank holidays when required.

The role is based on the Portland campus in the Limes day centre building. However, you will also be expected to work across all community hub sites as required and from other community locations when required.

Other information

Portland College is committed to safeguarding and promoting the welfare of its learners, customers, volunteers and staff. We expect all our staff to be aware of their responsibilities to protect learners, citizens, customers, volunteers and staff from abuse or harm, to promote British Values and to prevent the radicalisation of learners, citizens, customers, volunteers and staff.

Successful applicants will be required to undertake an Enhanced Disclosure and Barring Service (DBS) check, provide proof of their right to work in the UK and comply with health screening to assess their mental and physical fitness to carry out their duties.

Other Duties & Responsibilities

- To attend work with a professional, clean and smart personal appearance, adhering to departmental uniform guidelines
- Such other duties as the management may from time to time reasonably require
- To attend regular training to update skills in health and social care
- To undertake and regularly update training to safely administer epilepsy rescue medication (Buccal Midazolam) and safe use of Vagal Nerve Stimulator (VNS)
- In the Day Service a core team of staff will undertake additional responsibilities in the safe storage and administration of medications and enteral feeding. If requested by Day Service Management you will be trained in administration of medication and enteral feeding, fulfilling these responsibilities in the service and working in line with College policies and procedures

The above role profile is not all encompassing and is subject to regular review.

Signature of post holder

Date

I have read and accept the duties and responsibilities outlined in this role profile.