



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

November 2021

Why Portland College needs this role

Portland College is a charity providing education, care and work opportunities to people with learning disabilities based on a campus close to Mansfield with a number of small of campus sites in Nottinghamshire. There are 200 learners and citizens and 400 staff. The role supports the provision of safe person-centred care to learners and citizens who access our regulated residential services and Day Service.

Our Day Services is built around 5 key standards of care:

- People who use the service experience person-centred care
- The lived experience of people receiving the service
- People are protected from harm
- People who use the service are supported by competent staff
- Services are managed effectively

What you will be doing

Care and Support

- Provide high standards of care and support in line with citizen Care & Support Plans and other associated care documentation
- Ensure support, care and guidance are provided having 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 to work towards meeting their activity timetable and individualised goals
- Positively participate in citizen reviews when requested, providing feedback on citizen progress

Record Keeping

- Complete thorough daily care records that are required in a timely manner
- Complete thorough daily activity records that are required in a timely manner to



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evidence citizen engagement and progress

- Contribute to regular review and updates of citizen's Care & Support Plans
- Contribute to regular review and updates of citizen's identified goals and activity timetable

Health and Safety

- Work in line with all health & safety procedures and risk assessments at all times
- Adherence to moving & handling procedures
- Be proactive in following infection control guidelines at all times. This includes the wearing of appropriate Personal Protective Equipment (PPE)
- 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

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 personally deliver
- You take responsibility for meeting all care and support needs of citizens in your care at any time, adhering to 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 work as a Group Supporter, as a 1-1 supporter or as an Additional Needs Supporter on a daily basis
- You will be expected to work from different locations as required. This includes the day centre on the Portland campus, from community hub sites and out in the community
- 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 with all stakeholders in internal and external contexts

Key work relationships

- To work under the guidance and direction of the Day Services Manager, Day Service Coordinators and Designated Safeguarding Team
- Observe confidentiality of clients' information
- Promote and maintain all aspects of good teamwork and take personal responsibility towards 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 evenings, weekends and bank holidays when required.



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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 work flexibly when required to meet the needs of the Day Services department. This will include working across all delivery sites including the day centre on campus and all community hubs.
- 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.