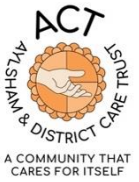


ADCT DRAFT Role Definition – Day Service Support Worker – North Norfolk



Job Title:	Day Service Support Worker	Job Category:	Care/Day Services
Management Team	Care Services Team		
Location:	North Walsham/ Aylsham		
Level/Salary Range:		Position Type:	30 hours
Reporting To	Day Service Lead		
Redeployment or New Vacancy			
New Vacancy		Name	
Job Description			
<p>DAY SERVICE SUPPORT WORKER</p> <p>JOB PURPOSE</p> <ul style="list-style-type: none"> • To work within the day services operating in North Walsham or other areas throughout North Norfolk. • Reporting to the Day Services lead and team leader you will help deliver day care and support to a high standard. • Ensure the safety and care of all service users. • Provide day to day services to our customers working in a strengths based way. • Undertake a keyworker role for a small group of members supporting the team leader to develop and build on their care plan in a personalized and outcome focused way. • Ensure the effective and confidential administration of care plans and other personal information as instructed by your manager. • To emulate the organizations values and standards. • To be hands on in the delivery of day services. • Ensure high levels of customer satisfaction with the service provision <p>QUALIFICATIONS AND EDUCATION REQUIREMENTS</p> <p>Qualified in Health and Social Care to a minimum level 2 or equivalent training and experience. Being prepared to undertake further training.</p> <p>A good understanding of safeguarding and other related regulation.</p> <p>A good standard or literacy and numeracy.</p> <p>Evidence of at least 3 years’ experience of working within a care environment</p> <p>Excellent communication and customer relationship skills</p> <p>IT literate and able to work with Microsoft Excel and Word application</p>			

PREFERRED SKILLS

A genuinely caring person with the ability to be professional in terms of boundaries and confidentiality

A heart for the work and the sensitivity to respect the wishes of the client

Kind and courteous with an innate sense of respect and empathy for vulnerable people and their families

Someone who is enthusiastic and has the energy to motivate and support members.

A proactive individual who sees the strengths in their members and how to support them to develop these.

Someone with a range of communication skills and can work with a variety of needs utilizing verbal and non-verbal communication skills.

A good understanding of how important community is and can confidently communicate with people and engender support from them.

Additional Notes

May need to travel so driving competence required