

# Day Care Worker Band 5



Working together



Excellence



Openness & Honesty



Compassion

## **JOB DESCRIPTION**

<b>JOB TITLE</b>	Day Care Worker
<b>BAND</b>	Band 5
<b>DIRECTORATE</b>	Mental Health & Disability Services
<b>INITIAL LOCATION</b>	Day Care Centre, Trust wide – location to be confirmed on appointment
<b>REPORTS TO</b>	Day Services Manager
<b>ACCOUNTABLE TO</b>	Director of Mental Health & Disability Services

### **JOB SUMMARY**

The post holder will work as a senior member of a team within Day Services and will, on a rotational basis, have responsibility for the day-to-day operation of the day care service and supervision /support of staff as delegated by the Assistant Manager and Day Services Manager.

The post holder will assess, plan and implement individual and group programmes with adults with learning/physical/sensory disabilities accessing day services which may be centre based or within the wider community.

The post holder will work closely with the day services staff and other professionals, and the emphasis will be on maximising optimum personal development, upholding the dignity and human rights of each individual in meeting their assessed complex care needs, promoting and maintaining choice and independence, facilitating social inclusion and improving quality of life of people with a learning/physical/sensory disability.

In working with some service users, there exists the potential for dealing with behaviours that challenge, which can take the form of physical and verbal aggression towards staff, carers, and others. Potential employees should be aware that such circumstances can arise and with training, should be confident of their ability to cope with such situations. Employees will be expected to support service users, carers, and other colleagues through such incidents.



## **KEY DUTIES / RESPONSIBILITIES**

1. Complete, develop, implement and monitor individual person centred care plans, and contribute to the assessment of service users on a regular basis ensuring the completion of appropriate assessment models.
2. Complete, develop, implement and monitor individual and group programmes appropriate to service user's level of assessed need.
3. Establish and work towards achieving agreed objectives on an individual and group basis measuring outcomes to enhance and maximise service user's capabilities.
4. Report any untoward events, significant changes in the service user's condition, demeanour or well-being which may suggest underlying concern, to the day services staff as appropriate, community Case Manager, carer or other professional as agreed at multidisciplinary reviews and inform the Day Services Manager using internal/external reporting systems.
5. Co-ordinate and implement appropriate daily activities to meet the multi-disciplinary assessed need of service users, including those with complex care needs and /or behavioural needs.
6. Inform the Case Manager of any relevant changes to a service user's assessed care needs and participate in multi-disciplinary review, annual review, care and risk management meetings.
7. Involve and communicate with service users and/or carer taking a holistic view of each individual and their circumstances.
8. Participate and support the physical and personal care needs of service users as required.
9. Provide supervision, support, advice and guidance to support staff to ensure performance is maintained to an optimum level in line with Trust and regional policies.
10. Ensure accurate record keeping within the day care centre which are consistent with legislative requirements, Trust policy and day services procedures.
11. Meet standards set by HPSS Regulation, RQIA, NISCC and other relevant regulatory bodies.
12. Implement/participate in agreed audit programmes e.g. Infection Control audit, medications audit, environmental audit, complying with governance etc.to improve standards as required as part of the Quality Framework.



13. Provide statistical information/returns which are quality assured for management and planning purposes
14. Assist in the safe and effective running of the service and undertake duties, as delegated to ensure this e.g.,
  - Liaise with relevant departments to ensure that support services are appropriately provided/maintained to the agreed level e.g. transport, meals, cleaning etc.
  - Process requisitions for necessary supply of materials/equipment in line with Trust procedures ensuring the smooth operation of the service at all times
  - Ensure infection control standards are adhered to
  - Ensure fire regulations are adhered to
  - Ensure health and safety standards relating to the centre are adhered to
  - Adhere to the Trust's Adult Safeguarding policy
  - Treat all service users, carers and staff with appropriate respect and courtesy and regard all matters relating to the individual as confidential.
15. Adhere to all relevant Trust policies, procedures and relevant legislation e.g., Human Rights, Mental Capacity Act etc.
16. Any other duties of a similar nature which may be assigned by the manager as the circumstances dictate.

## **HUMAN RESOURCE MANAGEMENT RESPONSIBILITIES**

The Trust supports and promotes a culture of collective leadership where those who have responsibility for managing other staff:

1. Establish and promote a supportive, fair and open culture that encourages and enables all parts of the team to have clearly aligned goals and objectives, to meet the required performance standards and to achieve continuous improvement in the services they deliver.
2. Ensure access to skills and personal development through appropriate training and support.



3. Promote a culture of openness and honesty to enable shared learning.
4. Encourage and empower others in their team to achieve their goals and reach their full potential through regular supportive conversation and shared decision making.
5. Adhere to and promote Trust policy and procedure in all staffing matters, participating as appropriate in a way which underpins Trust values.

### **RAISING CONCERNS - RESPONSIBILITIES**

1. The post holder will promote and support effective team working, fostering a culture of openness and transparency.
2. The post holder will ensure that they take all concerns raised with them seriously and act in accordance with the Trust's 'Your Right to Raise a Concern (Whistleblowing)' policy and their professional code of conduct, where applicable.

### **GENERAL REQUIREMENTS**

The post holder will be required to:

1. Ensure the Trust's policy on equality of opportunity is promoted through his/her own actions and those of any staff for whom he/she has responsibility.
2. Co-operate fully with the implementation of the Trust's Health and Safety arrangements, reporting any accidents/incidents/equipment defects to his/her manager, and maintaining a clean, uncluttered and safe environment for patients/clients, members of the public and staff.
3. Adhere at all times to all Trust policies/codes of conduct, including for example:
  - Smoke Free policy
  - IT Security Policy and Code of Conduct
  - standards of attendance, appearance and behaviour
4. Contribute to ensuring the highest standards of environmental cleanliness within your designated area of work.
5. Co-operate fully with regard to Trust policies and procedures relating to infection prevention and control.



6. All employees of the Trust are legally responsible for all records held, created or used as part of their business within the Trust including patients/clients, corporate and administrative records whether paper-based or electronic and also including emails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000 the Environmental Information Regulations 2004, the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Employees are required to be conversant with the [org name] policy and procedures on records management and to seek advice if in doubt.
7. Take responsibility for his/her own ongoing learning and development, in order to maximise his/her potential and continue to meet the demands of the post.
8. Represent the Trust's commitment to providing the highest possible standard of service to patients/clients and members of the public, by treating all those with whom he/she comes into contact in the course of work, in a pleasant, courteous and respectful manner.

This Job Description will be subject to review in the light of changing circumstances and is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the individual works. Other duties of a similar nature and appropriate to the grade may be assigned from time to time.

It is a standard condition that all Trust staff may be required to serve at any location within the Trust's area, as needs of the service demand.



**PERSONNEL SPECIFICATION**

**JOB TITLE AND BAND** Day Care Worker Band 5

**DIRECTORATE** Mental Health & Disability Services

**SALARY**

**HOURS** 37.5 hours per week

**Ref No:** <to be inserted by HR>

**Notes to applicants:**

1. You must clearly demonstrate on your application form under each question, how you meet the required criteria as failure to do so may result in you not being shortlisted. You should clearly demonstrate this for both the essential and desirable criteria.
2. Shortlisting will be carried out on the basis of the essential criteria set out in Section 1 below, the right to use any desirable criteria outlined in Section 3 at shortlisting. You must clearly demonstrate on your application form how you meet the desirable criteria.
3. Proof of qualifications and/or professional registration will be required if an offer of employment is made – if you are unable to provide this, the offer may be withdrawn.

<b>ESSENTIAL CRITERIA</b>		
<p><b>SECTION 1:</b> The following are <b>ESSENTIAL</b> criteria which will initially be measured at shortlisting stage although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet these criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.</p>		
<b>Factor</b>	<b>Criteria</b>	<b>Method of Assessment</b>
<b>Experience / Qualifications/ Registration</b>	<p>1. Hold a professional qualification in Nursing/Social Work/Allied Health Profession</p> <p><b>OR</b></p> <p>Hold Level 5 Diploma in Leadership for Health &amp; Social Care Services Wales and Northern Ireland OR Health/Social Care related Degree <b>AND</b> have 2 years paid experience providing health</p>	Shortlisting by Application Form



	<p>/social care service to people with disabilities  <b>OR</b>          Hold ILM Level 4 Certificate in Leadership (or an acceptable equivalent<sup>1</sup>) <b>AND</b> have 3 years paid experience in providing health/social care service to people with disabilities  <b>OR</b>          NVQ/QCF/RQF Level 3 in Health &amp; Social Care <b>AND</b> have 4 years paid experience providing health/social care service to people with disabilities</p> <p>2. Be willing to undertake and successfully complete QCF Level 5 Supervision Module</p> <p>3. Demonstrate experience in the use of Microsoft Office products including Word and Excel</p>	
<b>Other</b>	<p>4. Hold a current full driving licence which is valid for use in the UK and have access to a car on appointment.  <i>This criteria will be waived in the case of applicants whose disability prohibits driving but who have access to a form of transport approved by the Trust which will permit them to carry out the duties of the post.</i></p>	Shortlisting by Application Form
<b>SECTION 2:</b> The following are <b>ESSENTIAL</b> criteria which will be measured during the interview/ selection stage:		
<b>Skills / Abilities</b>	<p>5. Ability and willingness to assist with physical and personal care needs.</p>	Interview / Test

<sup>1</sup> completion of Year 1 of the QCF Level 5 Diploma in Leadership and Management for Health and Social Care is deemed to be an acceptable equivalent to ILM Level 4 Certificate in Leadership



	<p>6. Ability to work as part of a team whilst using own initiative.</p> <p>7. Effective communication skills to meet the needs of the post in full.</p> <p>8. Ability to become involved in a range of opportunities/activities with adults with learning/physical / sensory disabilities.</p> <p>9. Ability to supervise staff.</p> <p>10. Effective planning &amp; organisational skills with an ability to prioritise own workload.</p> <p>11. Ability to identify solutions to problems and implement them effectively</p>	
<b>Knowledge</b>	<p>12. Have knowledge of the needs and aspirations of people with learning/physical / sensory disabilities.</p> <p>13. Knowledge of current assessment and review procedures.</p> <p>14. Have an excellent understanding of how to plan, develop and implement programmes of care and support.</p>	Interview / Test

<b>DESIRABLE CRITERIA</b>		
<b>SECTION 3:</b> these will <b>ONLY</b> be used where it is necessary to introduce additional job related criteria to ensure files are manageable. You should therefore make it clear on your application form how you meet these criteria. Failure to do so may result in you not being shortlisted		
<b>Factor</b>	<b>Criteria</b>	<b>Method of Assessment</b>
<b>Experience</b>	1. Experience of Supervising Staff	Shortlisting by Application Form







*As part of the Recruitment & Selection process it may be necessary for the Trust to carry out an Enhanced Disclosure Check through Access NI before any appointment to this post can be confirmed.*


*Successful applicants may be required to attend for a Health Assessment*

**THE TRUST IS AN EQUAL OPPORTUNITIES EMPLOYER**



Value	What does this mean?	What does this look like in practice? - Behaviours
<p><b>Working Together</b></p> 	<p>Work together for the best outcome for people we support. We work across Health and Social Care with other external organisations and agencies, recognising that leadership is the responsibility of all.</p>	<ul style="list-style-type: none"> <li>• I work with others and value everyone's contribution</li> <li>• I treat people with respect and dignity</li> <li>• I work as part of a team looking for opportunities to support and help people in both my own and other teams</li> <li>• I actively engage people on issues that affect them</li> <li>• I look for feedback and examples of good practice, aiming to improve where possible</li> </ul>
<p><b>Compassion</b></p> 	<p>Be positive, caring, respectful and understanding towards those we care for and support and our colleagues. We listen carefully to others to better understand and take action to help them and ourselves.</p>	<ul style="list-style-type: none"> <li>• I am sensitive to the different needs and feelings of others and treat people with kindness</li> <li>• I learn from others by listening carefully to them</li> <li>• I look after my own health and well-being so that I can care for and support others</li> </ul>
<p><b>Excellence</b></p> 	<p>Strive to being the best we can be in our work, to improve and develop services to achieve the best outcomes. We deliver safe, high-quality, person-centred care and support.</p>	<ul style="list-style-type: none"> <li>• I put the people I care for and support at the centre of all I do to make a difference</li> <li>• I take responsibility for my decisions and actions</li> <li>• I commit to best practice and sharing learning, while continually learning and developing</li> <li>• I try to improve by asking 'could we do this better?'</li> </ul>
<p><b>Integrity &amp; Honesty</b></p> 	<p>Be open and honest with each other and act with integrity and honour.</p>	<ul style="list-style-type: none"> <li>• I am open and honest in order to develop trusting relationships</li> <li>• I ask someone for help when needed</li> <li>• I speak up if I have concerns</li> <li>• I challenge inappropriate or unacceptable behaviour and practice</li> </ul>

**All staff are expected to display the HSC Values at all times**

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