



JOB DESCRIPTION

Job Title: Day Centre Support Worker
Salary Grade: £12.71 Per Hour
Responsible to: Service Manager (Registered Manager)
Location: As required
Hours of work: up to 20 (flexible)
Line Management Responsibility for: None

Job Purpose:

1. To provide high-quality, person-centred support to individuals attending the Day Centre, enabling them to participate in meaningful activities that promote independence, wellbeing, social inclusion and personal development.
2. To plan, organise and deliver a diverse programme of activities tailored to the interests, abilities, goals and aspirations of Service Users using a Person-Centred Planning approach.
3. To support Service Users to develop life skills, confidence, communication, relationships and community connections while maximising their independence and potential.
4. To encourage active participation in centre-based and community-based activities that promote physical, emotional, educational and social wellbeing.
5. To provide motivation and positive role modelling to Service Users and colleagues while delivering flexible, responsive and high-quality support.
6. To assist in the efficient and cost-effective use of resources, including activity budgets, equipment and materials.
7. To comply with Expect Ltd policies and procedures, external standards and relevant legislation.
8. To contribute to the Company's monitoring, evaluation and reporting processes, including the recording of outcomes achieved by Service Users.
9. To positively promote the work and values of Expect.

Main Duties and Responsibilities:

1. To support Service Users to participate in a range of meaningful activities including arts and crafts, health and wellbeing sessions, life skills development, educational activities, sensory activities, leisure opportunities and community outings.
2. To assist in planning, developing and delivering individual and group activity programmes that reflect Service Users' interests, abilities, support needs and personal goals.
3. To encourage Service Users to make choices, build confidence, develop new skills and increase their independence through participation in activities.

4. To support Service Users in accessing community facilities, events, volunteering opportunities and local resources, promoting inclusion and community engagement.
5. To assist with the assessment of support needs and contribute to Person-Centred Plans, risk assessments.
6. To provide appropriate information, advice and guidance to Service Users regarding health, wellbeing, social opportunities, independent living skills and community participation.
7. To support Service Users in maintaining and improving daily living skills through practical activities and structured learning opportunities.
8. To respond flexibly and appropriately to emergencies or unforeseen situations, ensuring the safety and wellbeing of Service Users at all times.
9. To promote safeguarding, dignity, equality, diversity and inclusion in all aspects of service delivery.
10. To ensure that activities are delivered safely and that any equipment, materials and resources are used appropriately.
11. To maintain complete, accurate and timely records relating to attendance, support provided, activities undertaken, progress made and outcomes achieved.
12. To contribute to quality assurance processes, audits and service improvement initiatives.
13. To report any concerns relating to safeguarding, health and safety, conduct, performance or service delivery in line with organisational procedures.
14. To report any incidents, accidents, near misses, complaints or concerns to the appropriate manager in a timely manner.
15. To participate in regular supervision sessions, team meetings and service reviews.
16. To maintain positive working relationships with families, carers, commissioners, healthcare professionals and other stakeholders.
17. To support the promotion of positive behaviour and emotional wellbeing, using approved support strategies where appropriate.
18. To ensure all health and safety procedures, risk assessments and safe working practices are followed.
19. To contribute ideas and suggestions for developing new activities, events and opportunities that enhance the quality of the Day Centre service.

General Duties:

1. To maintain personal and professional development to meet the changing demands of the role and participate in relevant training and development opportunities.
2. To undertake such other duties, training and/or hours of work as may be reasonably required and are consistent with the general level of responsibility of this position.
3. To undertake health and safety duties commensurate with the post and/or as detailed in Expect's Health and Safety Policy.
4. To comply with Expect's Policies and Procedures.
5. To undertake any other duties and/or responsibilities in connection with the operation and development of the Charity as directed by the Board of Directors or designated manager.

Contacts:

In all contacts both internal and external, the post holder will be required to present a professional image of Expect as well as maintaining constructive relationships.

Physical/ Emotional Demands:

The nature of this role requires the post holder to support individuals with a range of needs and abilities and may involve working under pressure. The role may involve supporting people who display behaviours that challenge services and exposure to emotionally demanding situations. The post holder will receive appropriate training, supervision and support.

The role may involve supporting individuals during community activities, outings and events, requiring periods of standing, walking, moving equipment and assisting people with mobility needs.

Notes:

Expect reserves the right to alter the content of this job description, following consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility of the post.

The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and respect for all employees and Service Users and is consistent with Expect's Equal Opportunities Policy.

This job description is not intended to be an exhaustive list of duties but reflects the range of responsibilities expected of the post holder. It will be reviewed periodically and may be amended following consultation with the post holder.