



Title of Post: Senior Day Centre Worker
Band of Post: Band 5
Directorate: Adult Disability
Reports to: Training & Resource Centre Manager
Accountable to: Director, Adult Services

Initial Base Location:

Type of Contract:

Hours:

Job Purpose

The Senior Day Care Worker will assist the Manager in the overall management of the Training & Resource Centre and will be expected to deputise in their absence when required.

He/she may have responsible for a group/ groups of clients in a day service setting and will be responsible for assessment, care planning, monitoring and review on an individual and group basis. He/ she will manage staff who provide care to the service users.

The Senior Day Care Worker will be a member of the TRC Team providing a Day Care service and Day Opportunities to Adults with Learning Disabilities aged 19 and over using a person centred approach.

Service users who attend the centre may have additional mental health needs, behaviours which challenge, physical disability, sensory needs or complex health needs.

The Senior Day Care Worker will provide a range of support to service users including development of life skills, communication support, training, work skills, leisure and recreational activities, personal care and managing behaviours that challenge when required.

Staff within the Training and Resource Centre are expected at all times to provide a caring, responsive and flexible service and to treat those with whom they come into contact with in a courteous and respectful manner.

Main Responsibilities

Clinical/Professional/Specific Managerial Responsibilities

- Assessments of individual service users attending the Training & Resource Centre. This will include completion of appropriate assessment models

- Implement individual and group programmes of care, designed to enhance and maximise the capabilities of the service users accessing the TRC.
- Participate as a named worker to monitor and review service user's progress. This will include providing written reports.
- To liaise with all other appropriate personnel involved in the provision of care to the individual in receipt of services at the TRC.
- Establish goals on an individual and group basis to ensure the effective use of resources, i.e., day care, home, community, voluntary and statutory agencies.
- Monitor the health of the service user in liaison with medical / paramedical personnel and ensure safe handling, administration and distribution of medication as required.
- Attend to the physical, social, emotional and spiritual needs of service users as directed.
- Participate in conferences, courses and meetings as delegated by the Facility and the South Eastern Health & Social Care Trust.
- Participate in and contribute to in-service, in-house training programmes as appropriate.
- Ensure that all relevant quality management systems / policies and procedures are implemented.
- Ensure anything unusual regarding the care of service users is reported.
- Ensure untoward incidents, complaints and accidents are reported and recorded.
- Ensure that the trust Procedures are adhered to in respect of Health & Safety Regulations.
- Ensure that the Trust Procedures are adhered to in respect of Fire Prevention.
- Ensure that the Trust Procedures are adhered to in respect of the handling and security of money.
- Participate in Continuous Quality Improvement initiatives.
- Encourage and enable service users to comment on the service provided to them

Generic managerial responsibilities both within an operational and strategic context.

1. Ensure that all Trust Procedures relevant to the area of work are adhered to.
2. To work as a member of a team to actively participate in team meetings and contribute to the overall performance of the team.

3. To manage workload and establish priorities within it.
4. Participate in and contribute to a formal programme of supervision / development and performance review process. This will include being involved in training opportunities that may arise; the Trust is committed to vocational practice based opportunities for staff.
5. To participate in all matters concerning discipline, grievance, 'Near Miss' / Significant and Untoward Incidents and complaints as required.
6. To participate in Risk Assessment both 'Client Focused' and 'Environmental' to ensure a safe working environment.
7. To work as a team member to ensure the maintenance of high standards of quality and care reflecting those required by the Regulation and Improvement Authority
8. To carry out any other duties as specified by the Management Team.

Trust Behaviours	Ensuring safety, quality and improving the experience of our patients and clients by living our Value through the following behaviours	
SET expects me to:	... and in practice for everyone , this means I need to:	... and in practice for managers , this means I need to:
Treat everyone with dignity and respect	<ul style="list-style-type: none"> Respect others and respect differences Communicate sensitively Be sincere Take into account the needs and feelings of others Show understanding of other's pressures Congratulate others on achievements and successes Recognises achievement or effort Keep confidences 	<ul style="list-style-type: none"> Thank staff for their work Recognise both team and individual contribution and performance Show understanding of staff pressures Respect people's confidentiality Communicate honestly Recognise and challenge inappropriate behaviour
Strive for excellence in all that I do	<ul style="list-style-type: none"> Want SET to be the best Work with passion & enthusiasm Always do my best Take ownership for my work Be willing to go the extra mile Don't always wait to be told – show initiative Question why we do things the way we do Feel free to make suggestions for improvements Ask for help if I need it 	<ul style="list-style-type: none"> Encourage creativity and innovation Actively manage the change process and the impact on people Use enthusiasm and energy to inspire others Demonstrate personal commitment to excellence through my day to day actions Keep momentum alive by reinforcing key messages and putting a real focus on sustainability Encourage and develop leadership at all levels
Be fair, open and transparent	<ul style="list-style-type: none"> Be approachable Be open and inclusive Acknowledge my own limitations Admit when I don't understand or make mistakes. 	<ul style="list-style-type: none"> Act with probity and integrity Create an environment where all people can excel Accept responsibility for my own work and for the performance management of my team Share my learning and development with others
Listen to and learn from our patients, clients, carers and staff	<ul style="list-style-type: none"> Take time to Listen Learn from my mistakes and shortcomings Learn from others Share learning with others Seek others' input and consider others' views 	<ul style="list-style-type: none"> Involve people in problem solving and decision making about areas that affect them Welcome ideas and feedback Hold regular team meetings
Support and develop our staff to improve services and user experience	<ul style="list-style-type: none"> Contribute positively to team working Help others Take responsibility for my learning and development and put learning into practice Work and co-operate with others where it will result in better services Actively consider own, and others' well-being 	<ul style="list-style-type: none"> Provide others with clear purpose and direction Strike the right balance between giving guidance and giving responsibility Act as a coach when needed Complete and implement annual appraisals, including a personal development plan Give clear, evidence-based feedback to help improve and develop performance
The South Eastern HSC Trust will support everyone to develop the necessary skills and competencies to do their job through learning and development opportunities		

GENERAL RESPONSIBILITIES

All employees are required to comply with the procedures, policies and codes of practice within the Trust.

Trust Value and Behaviours

All staff members and managers are expected to behave at all times in line with the Trust's Values and Behaviours (as outlined above on page 2).

The Trust's Core Values demonstrate its commitment to;

'improve the health and wellbeing of the people we serve in partnership with key stakeholders; to provide person centred, safe and effective care; plan for and respond to changing needs of our patients, clients, carers and staff and ensure best value for money'

Equality

The Trust is an Equal Opportunities employer and welcomes applications from all sectors of the community irrespective of their religious belief, political opinion, race, gender, marital status, dependants, age, sexual orientation or disability.

All staff are required to comply with our Equal Opportunities Policy and each employee must make him/herself aware of their obligations. Managers/Supervisors have a responsibility to ensure compliance with this requirement and promote equality of opportunity.

Health & Safety

All employees must fully comply with the Trust's various Health and Safety Policies and Procedures and Practices including relevant legislation and Codes of Practice.

Conduct

Staff must maintain high standards of personal accountability and abide by the Code of Conduct.

Members of staff are expected at all times to provide a caring service and to treat those whom they come into contact in a courteous and respectful manner.

Performance

Employees are expected to demonstrate commitment to the Trust by ensuring regular attendance at work and the efficient discharge of their duties.

Staff will participate in the Trust's Knowledge and Skills Performance Appraisal which is designed to ensure staff can contribute to organisational goals and ensure their skills are relevant to the tasks to be undertaken and that patient and client care is of a high quality.

Records Management

All employees of the Trust are legally responsible for all records held, created or used as part of their business within the Trust including patient/client, 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 and the Data Protection Act 1998. Employees are required to be conversant with the Trust's policy and procedures on records management and to seek advice if in doubt.

Environmental Cleaning Strategy

The Trust's Environmental Cleaning Strategy, recognises the key principle that "Cleanliness Matters. It is everyone's responsibility, not just the cleaners". Whilst there are staff employed by the Trust who are responsible for cleaning services, all staff employed by the Trust have a responsibility to ensure a clean, comfortable and safe environment for patients, clients, residents, visitors, staff and members of the general public.

Infection Prevention & Control

All Staff should co-operate fully with regard to Trust policies and procedures relating to infection prevention and control.

All staff should be aware of the Trust's Infection Prevention & Control Strategy and their local Directorate initiatives being undertaken to reduce infection and enhance care delivery for patients/clients. They should know their role, in keeping with key principles as Infection Prevention and Control is everyone's business.

Staff, in delivery of all care must:-

-Wash their hands thoroughly between each patient contact.

- Be compliant with Standard Infection Control Precautions, Hand Hygiene and decontamination and other relevant infection prevention and control measures.

- Be aware of the Trust's Infection Control guidance and the Northern Ireland Regional Infection Control Manual and ensure they obtain mandatory Infection prevention control training or other specific infection control related training as required.

Hygiene & Prevention of Infection

You will at all times be required to observe hygiene/infection prevention & control standards and notices in operation throughout the Trust. Hygiene and control of -infection are key elements in delivery of safe, quality services and you will, in certain jobs, be required to undertake an appropriate training course at the expense of the Trust.

Personal Public involvement

Staff members are expected to involve patients, clients and their families in developing, planning and delivering our services in a meaningful and effective way, as part of the Trust's Personal Public Involvement (PPI) Strategy.

Location

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

Terms and Conditions

Applicants should note that the terms and conditions attached to this post will be as set out in the Agenda for Change Terms & Conditions.

This is not intended to be a comprehensive list of all the duties involved in the post and may be amended to meet the changing needs of the South Eastern Health and Social Care Trust; consequently an employee may be required to perform other duties appropriate to the post as assigned to them.

All Job Descriptions are subject to regular review and should be formally reviewed within a two year period.

Date – 2018

PERSONNEL SPECIFICATION

Title of Post: Senior Day Care Worker

Band of Post: 5

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, using the information provided by you on your application form. Please note the Trust reserves 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.

ESSENTIAL CRITERIA

SECTION 1: The following are **ESSENTIAL** 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.

Factor	Criteria <i>Ideally no more than 6-8 criteria in this section</i>	Method of Assessment
Experience/Qualifications/Registration	<i>NVQ 3 in Care or Equivalent <u>plus</u> 2 years relevant experience. OR HNC/D in relevant subject <u>plus</u> 1 years relevant experience. OR 4 years relevant experience.</i>	<i>Shortlisting by Application Form</i>
	<i>Previous experience of working with people with a Learning Disability.</i>	
Other	<i>Eligible to be registered with the Northern Ireland Social Care Council</i>	<i>Shortlisting by Application Form</i>

	<i>Hold a current full driving licence which is valid for use in the UK and have access to a car on appointment. 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>	
SECTION 2: The following are ESSENTIAL criteria which will be measured during the interview/ selection stage:		
Skills / Abilities, Knowledge	<ul style="list-style-type: none"> • Ability to lead and supervise staff. • Ability to deal with non-routine activities (e.g. deputising for manager, delegating responsibility for problem solving, independent handling of queries, use of initiative to progress work, ability to assess current procedures and develop new ways of working) • Flexibility and the ability to respond to change. • Ability to use own initiative. • Ability to develop appropriate communication with users of the service. • Ability to carry out a range of duties as outlined in the Job Description. • Basic computer skills and knowledge 	Interview
DESIRABLE CRITERIA		
SECTION 3: these will ONLY 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		
Factor	Criteria	Method of Assessment
Experience	<p><i>Previous experience of working with clients with additional complex health needs and/or challenging behaviours.</i></p> <p><i>Knowledge and experience of groupwork</i></p>	<i>Shortlisting by Application Form</i>
Qualifications		

If invited for interview please be aware that your interview may include an aspect of Value Based Interviewing. The Trust Behaviours set out in the job description reflect our Trusts South Eastern Health and Social Care Trust -Job Description & Personnel Specification, effective February 2017

values and our expectations of all employees. You may find this helpful when preparing for your interview.

KSF Outlines:

- **Communication**
- **Personal and People Development**
- **Health, Safety and Security**
- **Service improvement**
- **Quality**
- **Equality and Diversity**

Personal qualities such as influencing for results, engaging the team, developing capability, inspiring, evaluating for results and holding to account.

Vetting

As part of the Recruitment and Selection process, it may be necessary for the Trust to carry out a check through Access NI before any appointment to this post can be confirmed.

Canvassing either directly or indirectly will be an absolute disqualification for appointment.

The Trust is an Equal Opportunities Employer.