

Job Description and Person Specification



This authority has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and adults at risk, and requires all staff and volunteers to share this commitment.

Solihull Council is committed to equal opportunities and expects all staff and volunteers to recognise and value differences.

SECTION A: Role Profile

Post Title	Support Worker	Post No	ASC1075, ASC1128
Directorate	Adult Social Care		
Division	Adult Day Services South		
Band and Salary	Band C, £24,7027 to £27,334 pro rata per annum. Incremental progression is subject to performance.		
Responsible to	Day Service Co-ordinator		
Location	Park View, Monkspath Hall Road, Solihull. B913LU		
DBS Check	Enhanced check for regulated activity for working with Adults		
Fluency Duty	This post is covered by the Fluency Duty, as outlined in the Code of Practice on the English language requirements for public sector workers.		

Role Purpose

- To provide physical, emotional and social care and support to people that access our day opportunities and to develop and support activities which enables people to make full use of their local community.
- Support people that use the service to increase or maintain independence, personal skills, self-development and social inclusion.

Role Responsibilities

- To provide practical, emotional and physical support to people attending the service.
- In conjunction with the Day Service Co-ordinator, to monitor and contribute to individuals Person Centred Reviews/Person Centred Plans to ensure people's needs and wishes are being fulfilled.
- Assist the Day Service Co-ordinator in planning the service activities.
- To plan and carry out a range of activities appropriate to the needs and wishes of people attending the service, ensuring their outcomes are met.
- To assist in the formulation of risk assessments under the headings; personal, equipment, environments and activities.

- Keep up to date records for people attending the service with regard to their welfare and daily activities, and other records as required.
- To ensure that money handling procedures are adhered to and records are kept up to date.
- To carry out appropriate tasks, duties and responsibilities as assigned by the Day Service Co-ordinator or Service managers.
- Liaising and promoting effective communication closely with People, their carers, other services colleagues, and others who have an involvement in the life of the service user.
- Building links with community organisations and facilities.
- To show initiative and flexibility through all aspects required for the role.
- Working across services to enable them to run effectively.
- Attendance and participation at team meetings/team briefings.
- To work cooperatively and positively as part of a team, for the improvement of the service.
- To take responsibility for your own continuous development within the role.
- Any other appropriate duties as and when required.

Section B: Person Specification

	Essential Criteria	Desirable Criteria	Measured By
Education & Qualifications	Qualified up to QCF Level 2 in Health and Social Care OR willingness to undertake identified training/apprenticeship up to QCF Level 2 in Health and Social Care within 12 months of appointment.		Application Form Certificates
Experience & Knowledge	Experience of working with older people OR people with a learning disability OR physical Disability OR Dementia	Paid or unpaid experience of working in a day centre setting for older people OR people with a learning disability OR physical Disability	Application Form Interview
	Experience of and able to demonstrate good practice which promotes choice, independence, and self-advocacy	Previous experience of contributing towards the planning and implementation of person-centred plans/reviews	Application Form Interview

	Experience of working effectively as a team member, and with colleagues/other professionals.		Application Form Interview
--	--	--	-------------------------------

Skills & Abilities	The ability to adapt and respond to the constantly changing needs of a group of diverse people whilst demonstrating patience and understanding	Experience and/or an understanding of how to effectively manage challenging behaviour from adults with learning disabilities	Application Form Interview
	Effective oral and written communication skills, including the ability to communicate effectively with people with disabilities. Able to keep accurate written records	Knowledge of Makaton sign language	Application Form Interview
	Ability to demonstrate sensitivity whilst supporting individuals with their personal care needs		Interview
	Practical Skills, able to plan social and leisure activities for a diverse range of people.	A demonstrated ability to help others to learn these skills starting at a basic level	Interview
	Physically able to support people with a range of activities that can require levels of energy and resilience		Interview
	Ability to support/handle clients daily finances keeping accurate financial records		Interview

Core Behaviours	Excellence - With enthusiasm, you work to deliver a high-quality service from your work location, whether that be in a Council building or in a remote working location, to meet customer, organisation and personal expectations. You adopt a 'can do' attitude in all of the work you deliver, ensuring it meets the needs of current and potential customers	Interview
	Simplicity - You actively seek ways to prevent over-complication or confusion, by adopting the most simplified approach to work. You communicate clearly and concisely, ensuring that the message is understood by all taking into account hybrid working.	Interview
	Trust and Respect - You are aware of your impact on others including confidentiality, team relationships and wellbeing. You value openness and listen carefully to understand the views of others. You promote the values of inclusion and diversity and actively work to minimise any harm caused to others in order to foster an environment of mutual trust and respect.	Interview

	Working Together - You work with others to reach a common goal; sharing information, supporting colleagues, both in their work and wellbeing, and searching out expertise and solutions from relevant partners and/or the communities we serve.	Interview
	Responsibility - You take ownership for your own wellbeing, work and working environment and use your initiative to deliver. You are accountable for your own performance and development, and you take responsibility for your actions and decisions.	Interview

Compiled/Reviewed by	Emma Berry
Date	September 2024

Section C: Additional Information

Corporate Parent Responsibilities

All employees should act as an advocate for our Looked After Children; fulfilling our corporate parenting responsibilities by considering Children and Young People in everything we do.

Health and Safety

Health and safety laws require all employees to help the Council maintain and improve health and safety standards. This means that the post holder must take reasonable care of his/her own and others' health and safety and co-operate with any reasonable request to support the Council, managers and other employees, in meeting their health and safety legal responsibilities. Line managers have additional responsibilities to ensure that policies, procedures and safe systems of work are implemented on a daily basis.

All duties and responsibilities must be carried out in line with the Council's Corporate Health and Safety Policy and any local safety procedures.

Information Management

As an employee of the Council, the post holder will be expected to manage information in accordance with standards outlined in the Corporate Records Management and Information Security policies. They will ensure that information used is held and transmitted securely in a manner commensurate with its sensitivity, and that it complies with the provisions of Data Protection legislation and guidance.

The post holder will be accountable for ensuring that he/she is aware of relevant Council policies and that all duties and responsibilities are carried out in line with the appropriate policies and procedures.

Training and Development

The Council is committed to the personal and organisational development of the individual. The post holder will be encouraged to identify job-related development needs.

Solihull Behavioural Framework

The Council expects all employees to conduct themselves in a way that is consistent with the values and behaviours set out in the Solihull Behavioural Framework.

Mobility

Whilst this post is initially to a specific post, the post holder may be exceptionally required to transfer to any post appropriate to their grade at such a place as in the service of the Council they may be required.

Variations to Job Descriptions

Due to changing customer demands, duties and responsibilities are likely to vary from time to time and the Council therefore retains the right to amend job descriptions to reflect changing requirements.