

Job Description

This job description is not exhaustive and is intended only as a guide to the range of activities associated with the post.

JOB TITLE:	Care Assistants, Hope Day Centre £11.44 per hour, zero hours
RESPONSIBLE FOR:	Contributing to the delivery of excellent care and the maintenance of a safe and effective environment in Hope Day Service.
RESPONSIBLE TO:	Hope Day Centre Manager Chief Executive Services and Influencing Programme Board
JOB PURPOSE:	To support the delivery of Hope Day Service to provide personal, emotional and social care and support to older people to enable them to participate in all day care activities and so to support their health and wellbeing and to provide carers respite from their caring role.

The Service: The Hope Day Service aims to reduce the symptoms of loneliness and isolation amongst older people in Hope village and the surrounding villages of the High Peak. The service provided includes transport to and from home, fully trained staff to provide personal care and support, a sociable meal and refreshments, activities, exercise and emotional support.

The Hope Day Centre is on the Day Services Framework which is used by Derbyshire County Council Adult Care teams and individuals holding personal budgets or individual service funds as an 'approved provider' register of services which meet their outcomes for day services. Individuals can be referred or self-refer and pay independently or with their personal budget for the service.

Involving older people in everything we do is fundamental to our charity. In day services our service users are referred to as 'Members' of each day club and as members they influence every aspect of *their* day. They discuss, agree and vote on changes or improvements and decide on big issues like their trips or parties! Our Members bring their own skills as assets to the group sharing their talents in activities we build around them, restoring confidence and self-esteem as valuable members of their community.

Base: Caroline Court, Hope. The Day Centre is delivered in the purpose built day rooms of Caroline Court an independent living complex in the middle of Hope. It has a large day room with space for dining and craft activities and for seating, exercise and activities. There are toilet facilities, shower and a kitchen and shared office. The Centre operates an open-door policy. It has parking spaces for all staff and access for transport vehicles.

The Role: The Hope Day Centre Care Assistant works within a small team to deliver the day service four days per week (Monday, Tuesday, Wednesday and Friday) with annual closure periods to deliver 48 weeks per year. The care team share all responsibilities and tasks working in the day centre throughout the delivery of the service. The role includes lifting and handling in care tasks and the set-up and removal of equipment, planning and delivery of the service, care tasks for Members, recording and monitoring, and communicating with Members and Carers. The role includes 'passenger assistant' on accessible vehicles providing door to door transport for Members.

Major Tasks:

Planning

- To work with colleagues to plan and provide an appropriate, stimulating and imaginative range of activities to meet the social, physical, intellectual and emotional needs of older people using the day centre in accordance with the requirements of their care plans.

Delivery

- To work as part of the staff team with older people to enable them to participate as fully as possible in the activities available.
- To establish and deliver a safe and effective timetable to enable day centre activities and care tasks to be completed successfully and to maintain Members dignity and self-care skills.

- To support Members to 'live stronger for longer', reduce their risk of falling and maintain strength and balance by providing gentle exercise and opportunities to mobilise.
- To maintain a safe working environment. Including monitoring and supporting health and safety and the personal safety of users, staff and volunteers.
- To provide the service in compliance with Age UK Derby and Derbyshire policies and procedures and good practice recommendations.

Development

- To support the Manager to promote the service and encourage new referrals, contact with referral agencies, and the local community.
- To deliver a range of fundraising events to provide funding for amenities for Members.
- To monitor and record outcomes the day service achieves for all stakeholders and work with the Manager to help continuous improvement in delivery.
- To help plan and deliver, as a team 4 small local community fundraising events per year.

Supporting tasks

- To record client data, actions and monitoring data in accordance with General Data Protection Regulations using manual records and CharityLog.
- Working with the Information and Advice Service, maintain an Information Hub for Members, Carers and the local community to access. Support Members to access Information and Advice and signpost to local services as appropriate.
- Work with the Hulland Ward Village Hall Committee members and staff to maintain the hall and its environs in good order and within the terms of room hire.

Other Tasks:

- Working with the Manager to ensure the Hope Day Centre functions smoothly and professionally maintaining regular opening hours, reliable customer care, and to promote effective use of the premises.
- Contribute to the quality assurance programmes used by AUKDD.

Reporting:

- To assist in identifying unmet need and gaps in provision and make recommendations for solutions.
- To help monitor the service through performance measures, audit and evaluation interviews with service users.
- To help provide reports of progress, areas of concern or risk and agree appropriate actions.

Communication:

- To communicate with the Line Manager regularly to plan work, update and develop the service.
- To communicate effectively with any service users or carers.
- To maintain the highest levels of professionalism in handling confidential data, information and disclosures from individuals, organisations and services.
- To help promote Day Services using social media, print media and news media in accordance with AUKDD policies and procedures.
- To work within AUKDD policies and procedures.

Training and Development:

- To complete all mandatory training and induction for the role as directed by the project Coordinator.
- To actively engage with training and personal development opportunities to extend areas of knowledge and develop expertise.

Health and Safety:

- To exercise proper care to follow best-practice in providing personal care and support and to use care equipment or facilities appropriately.
- Maintain and develop the presentation of Hulland Ward Day Centre and its resources, providing safe, welcoming, comfortable and functional spaces for older people.
- Support the cleaning and maintenance of the Hulland Ward Day Centre, managing infection control and responding to emergency situations.
- To take reasonable care for personal health and safety and have regard to other persons who may be affected by the performance of duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the AUKDD Health and Safety guidance and procedures

- To exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by AUKDD or provided by a third party for individual or collective use in the performance of duties.

Equality and Diversity:

- To uphold the AUKDD Equality and Diversity policies and practices thereby promoting fair and quality services to all.

General:

- To work in a positive and friendly manner with other work groups to ensure the effective use of skills, resources, time and effort.
- To carry out any other duties relating to the post as agreed with the Line Manager.



Person Specification

The post will involve a range of skills including excellence in delivering person-centred care and support to older people, working in a team and delivering a great service.

We are happy to consider people with a lifetime of experience, skills and qualifications to bring to the role or someone keen to learn and become a great Day Care Care Assistant. If you are new to the care sector please focus on the Qualities and Skills you have we'll help you get the Qualifications, Experience and Knowledge.

To be the ideal Day Care Assistant you will need:

	Essential	Desirable
Qualities	<ul style="list-style-type: none"> • Patience • Empathy • Creativity 	<ul style="list-style-type: none"> • Energy and enthusiasm
Skills	<ul style="list-style-type: none"> • Good physical health with suitable levels of physical fitness to perform duties • Good listening and verbal communication skills • Good organisational skills • Ability to motivate people • Good basic IT and administrative skills 	<ul style="list-style-type: none"> • Experience in providing personal care and support to adults • Experience in crafts, art, technology, creative writing, gardening or other activities
Qualifications	<ul style="list-style-type: none"> • Care Certificate Qualification, NVQ level 2+ or equivalent or a willingness to train and complete a high level qualification in care 	<ul style="list-style-type: none"> • Able to demonstrate a commitment to ongoing learning and development
Experience	<ul style="list-style-type: none"> • Working with older people, carers or other vulnerable adult group • Working with other agencies, particularly Health and Social Care • Assessing need and managing risk • Monitoring and reporting • Working collaboratively 	<ul style="list-style-type: none"> • Working in the voluntary sector • Working collaboratively
Knowledge	<ul style="list-style-type: none"> • Health and Social Care services • Understanding of equality and diversity, and an open minded approach to all cultures and ways of life • Understanding of confidentiality 	<ul style="list-style-type: none"> • Voluntary and Community Sector services
Other Requirements	<ul style="list-style-type: none"> • Confident key holder • Conscientious • Able to handle confidential and sensitive information about people in a tactful and respectful way. • Calm, approachable manner 	<ul style="list-style-type: none"> • Experience delivering a charged for service