



Job Description

Job Title	Day Services Supervisor
Salary	£13.93 per hour. Annual rate £27,171.92 pro rata
Hours of work	30 hours per week
Working pattern	7.5 hours each day, Monday to Thursday. Must have the flexibility to provide cover on other days.
Place of work	Day Centre venues across South Gloucestershire.
Annual leave	25 days annual leave (increasing to 28 after 3 years' service), plus public holidays pro rata
Status	Permanent

Job Purpose	
<p>To ensure a high quality of health and safety, administration and supervisory support to staff and volunteers.</p> <p>To organise activities that are tailored to the needs of individuals that attend the centres</p> <p>To run a comprehensive service across all the Day Centres</p>	
Responsible to	
Age UK South Gloucestershire Services Manager	
Contacts	
<p>The post holder will work closely with key staff, including the Head of Services, Activity Coordinator, Day Service Assistants, administration, and office staff. In addition to South Gloucestershire Council, service users themselves and their families and carers.</p>	

Key Responsibilities - Day Service Supervisor

General

- To provide leadership and support to staff within the Day Centre
- To provide day-to-day management of the Day centres
- Manage staff sickness and absence following human resources procedures and undertake annual staff performance reviews
- Communicate with staff, volunteers, services users and their carers/family members to ensure that there is continuity of service and changes are reported, recorded and communicated as appropriate.
- Proactively ensure the health, safety and wellbeing of service users, staff, and volunteers are maintained and advise the Head of Services about issues or problems as they arise and make suggestions for improvements as appropriate.
- Ensure appropriate mechanisms are in place to enable the service users to influence the development of their service provision.
- Work with South Gloucestershire Council Community services and other external partners to ensure effective and efficient service delivery.
- To maintain a flexible and cooperative approach to service users, their carers, family, Health Service and Social Service workers.
- To take the lead in the event of an emergency and act in accordance with Age UK South Gloucestershire procedures.
- Take steps to ensure that clients remain as active as possible in later life.
- Maintain a person-centred approach to service delivery
- Ensure data is accurately entered onto our database software (Charitylog) or other software as agreed in a timely manner.
- Identify opportunities for volunteers to work alongside AGE UK South Gloucestershire staff to deliver high quality day services
- In collaboration with the activity Coordinator, ensure that there is a good mix of activities available that benefit people who may be affected by dementia as well as for those who do not

Activity Day Centres

- Liaise with the venue management contacts, to ensure that the centres run in line with the service level agreements.
- Support the integration of service users with Alzheimer's / Dementia to enable them to participate in all main activities.
- Arrange the provision of meals and refreshments and ensuring any dietary requirements are recorded and met.

Key Responsibilities - Day Service Supervisor

Activity Day Centres

- Complete, review and update care plans in line with agreed procedures.

Key Responsibilities – Service Support

- Act as a main point of contact and information for day to day operational enquiries regarding Day Services and signposting to the most appropriate services internally and externally as necessary.
- Identify and maintain referral pathways with external organisations.
- Build and maintain positive relationships with partner organisations.
- Undertake agreed procedures when service users start and leave Day services.
- Assist with the collation and production of monthly reports.
- Ensure that contracts and agreement obligations with the Local Authority are fulfilled.
- Share responsibility for representing, promoting and marketing Day Services at events and via different media
- Representing AUKSG externally through presentations to groups and attendance at meetings and events as required to promote our services.

General Responsibilities

- Ensure that all administration protocols and procedures are efficiently undertaken.
- Attend supervision sessions & other meetings as required by the CEO.
- Maintain a commitment to professional development through a combination of both formal and informal methods, including attendance at mandatory training and meetings as directed.
- Uphold the highest standards of personal conduct in all matters relating to the role, working within all policies and procedures of AUKSG.

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Requirements of the Post

The nature of this post will require:

- Flexible working. The candidate will have a core schedule but may be required to work some evenings or weekends to attend events
- Regular travel; therefore, a requirement will be access to and the use of a reliable vehicle with Business Insurance. Car mileage will be paid at the prevailing HMRC approved rate (currently 45p per mile.)
- Lone working; therefore, the advice and guidance of Age UK South Gloucestershire must be followed.
- An ability to physically access individuals' homes in a variety of locations and conditions.

Disclosure and Barring Service (DBS)

This post is subject to a satisfactory enhanced Disclosure and Barring Service check, which will disclose all cautions, reprimands and warnings as well as convictions. In addition to completing this application form, you are required to provide us with details of all spent and unspent convictions. Please send this information to us under separate, confidential cover to the Chief Executive Officer. Remember to include your name, address and the position for which you are applying. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A criminal record will not necessarily bar you from the advertised position. This will depend on the nature of the position and the circumstances and background of your offences. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK South Gloucestershire business, client and service user data.

Person Specification

Essential Criteria

- Experience of managing a team of staff and volunteers.
- Experience of working with older people, specifically those living with dementia.
- Knowledge of the issues older people face.
- An excellent level of administrative and personal organisational skills.
- A good level of IT skills, including using Microsoft Office packages such as Word, Excel, PowerPoint and Outlook.
- Strong verbal and written communication skills.
- The ability to build and sustain good working relationships with a wide range of people.
- A flexible approach to work commitments, duties and schedule.
- A willingness and ability to develop new ways of working where required.
- The ability to manage conflicting demands and to prioritise workloads for self and team.
- An ability to use initiative and work independently, taking responsibility for problems that arise.
- Knowledge, understanding and commitment to the principles of safeguarding adults at risk.
- Commitment to the aims, objectives and policies of AUKSG.
- Commitment to promoting and supporting equal opportunities & diversity.
- Commitment to data protection and confidentiality.

Desirable Criteria

- Experience of relevant work in the health and social care sector at a Supervisory level.
- Experience of working with older people affected by dementia.
- A relevant health and social care related qualification.
- A relevant Team Leading or Management related qualification.