

Job Description

Directorate:		Social Services	
Service Area & Section:		Adult Services / Whitethorns Intensive Day Service	
Unit Manager:		Lee Esqulant	
Post Title:		Day Support Worker – 35 hours per week	
Job Family & Role Profile:		Social Care and Welfare 30A	
Post No:	SS.65910	Grade	5

Summary of Role	
Reporting to:	The Service Manager – Whitethorns
Purpose of the Post:	<ul style="list-style-type: none"> • To support adults with a Learning Disability whether in the community or within a service base, in meeting their individual outcomes as identified. • To deliver as and when required, the provision of intensive support to the service user to meet their health and support needs.
The post holder is responsible for the following:	<ol style="list-style-type: none"> 1. To fulfil, as required, the full range of personal care tasks with service users. 2. To give support and supervision to service users as directed by the Service Manager. You will be expected to deal with sensitive/emotive issues, challenging behaviour and difficult situations. 3. To work towards enabling service users to become as independent as possible in the use of available facilities. 4. To treat service users as valued individuals who should be respected as fellow citizens of worth and dignity, with equal rights to a full place in society. 5. To attend service user review meetings if required and participate fully in giving objective feedback regarding progress made by the service user. 6. To agree to objectives within the review system and to implement agreed plans. 7. To actively promote the principles of the Social Services and Wellbeing Act 2014. 8. To work effectively with professional colleagues, families and carers. 9. To ensure that accurate individual service user records are maintained. 10. To follow the policies/procedures/guidelines established with the City and County of Swansea. 11. To take advantage of all training opportunities offered. 12. To use their own car to transport service users if required. 13. To be prepared to undertake the Authority's test and subsequently drive the service bus when required - MIDAS.

	<ol style="list-style-type: none"> 14. To undertake cook, domestic and other support duties when required. 15. To have individual responsibility in accordance with the practice and procedures of the Local Authority for clients while transporting them to and from Social Services establishments or on outings. 16. Be prepared to undertake duties (Commensurate with grade) as may be reasonably required from the Manager / authority. This will also involve working at other day services. 17. May be required to provide assistance at times of major incidents and local emergencies in accordance with the Social Services Emergency Plan. <p><u>GENERAL DUTIES</u></p> <ol style="list-style-type: none"> 1. To assist in the development of initiatives, e.g. Investors in people; Performance Management and Appraisal; Continuous Professional Development etc. 2. To ensure that all activities are operated in accordance with Equal Opportunities. <p><u>HEALTH & SAFETY RESPONSIBILITIES</u></p> <ol style="list-style-type: none"> 1. To ensure that all activities are operated in accordance with Equal Opportunities Legislation and the City and County of Swansea Equal Opportunities Policy. 2. To undertake the personal Health and Safety responsibilities within the HASAWA 1974 ensuring safe systems of work are complied with. 3. This job description is as currently applies and may be subject to variance and you may be required to carry out any other task that can be reasonably assigned to you which is within your capabilities and pay grade.
<p>Job Working Circumstances</p> <p>The post holder will be</p>	<ol style="list-style-type: none"> 1. Be flexible with their working times –working outside of 8.00am and 16.00pm is frequently required and essential to service delivery. 2. Expected to support vulnerable adults who may exhibit a variety of both physically and emotionally challenging behaviours. 3. Expected to undertake all training relevant to the post. 4. Expected to follow the policies / procedures / guidelines established by the City and County of Swansea Social services department. 5. Expected to travel / escort on the service minibuses to support service users in attending community based activities. 6. Expected to work in a flexible manner across tasks and locations across the Council. 7. Expected to work in an unpredictable work environment – may involve visiting people in their homes or at school. 8. Expected to occasionally use their own vehicle to take service users to and from activities.

Person Specification

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Role Criteria No.1	Education, Qualifications & Training
Essential	NVQ/QCF at level 2 in Care / Health & Social Care or Working towards one. Will complete AWIF.
Desirable	All Relevant training in the field of Care and supporting individuals with challenging behaviour.
Evidence	All certificates to be provided at interview for validation.
Role Criteria No.2	Skills /Technical / Professional Competence
Essential	<p>Candidates must have a high level of technical competence in the areas specified in the Job Description.</p> <ul style="list-style-type: none"> • Must be able to support and assist with service users needs and respect their preferences. • Must be able to present information verbally and in written form in a clear and meaningful way • Must be able to maintain links with other professionals, relatives and carers. • Must manage own time effectively • Must be physically fit to meet the requirements of the post. • Positive attitude to care in the community • To follow policy and procedures within the City and County of Swansea. • Must be able to participate as full members of the staff team i.e. attend staff meetings, training days etc, as required
Desirable	<p><u>An understanding / knowledge of:</u></p> <ul style="list-style-type: none"> • Autism, positive behaviour support and Intensive interaction. • Active Support. • Be able to implement activities ,as appropriate to meet Service users' needs
Evidence	Valid certification and/or registration/CPD
Role Criteria No.3	Experience
Essential	1. Experience of working with people in social care who are on the autistic spectrum.
Desirable	1. Experience of supporting people with challenging behaviour

Evidence	At interview, then in post
Role Criteria No.4	Competencies & Abilities
Essential	<ul style="list-style-type: none"> • Must be able to carry out a full range of personal care tasks with service users. • Must have an understanding of enabling people to become more independent. • Must be prepared to support service users in their participation of meaningful activities in the community. • Must have a regard for the dignity, respect and right of service users to an equal and full place in society. • Be able to provide feedback in reports service users reviews and at meetings. • To have an understanding of the principles of Social Services and Wellbeing Act 2014. • Be able to work as part of a team with colleagues from other agencies. • Be able to keep up to date clear and accurate records. • Be able to demonstrate a professional and ethical attitude – this includes respect, politeness, openness and honesty, need for confidentiality and professional sensitivity. • To be punctual, reliable and enthusiastic. • Be able to demonstrate effective planning and organisation. • Be able to demonstrate effective decision making. • Be able to demonstrate an ability to build working relationships with others, working collaboratively and successfully with others. • Be able to demonstrate effective communication with a range of people. • Be able to demonstrate enthusiasm and willingness to serve the community and ensure customer satisfaction. • Be able to understand and follow rules and procedures. • Be able to take responsibility for developing own knowledge and skills to improve own performance and commit to achieving improvement and meeting set performance standards and targets.
Desirable	Be able to work effectively on own initiative (lone working) and to work effectively within a team.
Evidence	At interview, then in post
Role Criteria No.5	Commitment to Equal Opportunities
Essential	<p>Candidates will demonstrate that all activities are undertaken in accordance with the Equalities Act 2010 and Swansea Council's Equal Opportunities Policy and Procedures.</p> <p>All employees and managers must be aware of the Equality Act so that it is considered in their work, where relevant, to ensure compliance with legislation.</p>
Desirable	
Evidence	At interview, then in post
Role Criteria No.6	Current Driving Licence
Essential	<p>Use of own car:</p> <p>Should the post holder have a disability and/or be unable to drive, then they may seek alternative means of transport/assistance, which must be an effective and cost effective method of travelling</p>
Desirable	

Evidence	Evidence the post holder is appropriately insured for business purposes to be provided annually
Role Criteria No. 7	Compulsory Requirements for Introducing Change and New Ways of Working
Essential	1. Demonstrate commitment to the Council's new ways of working, providing a positive and supportive environment that initiates and enables innovative and sustainable working practices that deliver high quality services for our citizens. 2. Embrace change through actively and flexibly participating in and adapting to new ways of working with our citizens, as agreed through formal consultation with Trades Unions and HR Policies and procedures
Desirable	
Evidence	At interview, then in post
Role Criteria No. 8	Other Requirement
Essential	
Desirable	
Evidence	

Health Surveillance and Monitoring:	This post will require the post holder to take part in health surveillance and monitoring procedures.
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Safeguarding:	The Authority in line with the Corporate Safeguarding Policy is committed to safeguarding and promoting the welfare of children, young people and adults and expects all staff and volunteers to share this commitment. The Authority expects all staff to undertake and keep up to date with mandatory safeguarding training for the both the protection of children and adults.
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Welsh Language			
The Authority is committed to delivering an equally high quality service in Welsh and English and will support staff in providing this.			
Assessment of Posts			
All posts have to be assessed in respect of the Welsh Language requirements. The evidence of which has to be retained and available for (a) audit trail and (b) inclusion in annual report figures.			
Requirements for this post (See attached Welsh Language Skills Assessment)			
Understanding	Level: 0	Speaking	Level: 0
Reading	Level: 0	Writing	Level: 0
Based on the above, requirement for this post is as follows:			
Essential		Desirable	
To be learned		Not required	x

Disclosure and Barring Service (DBS):	This post requires the postholder to have the level of DBS disclosure as indicated below:		
	Standard DBS Disclosure Application	Enhanced DBS Disclosure Application	No DBS Disclosure Application
		x	

Review/ Right to vary:	This Person Specification is as currently applies and will be reviewed regularly according to the Employee Performance Management Review Policy and the Performance Development Review and Appraisal process. The Job and Person Specification may be subject to other Variance within the remit of the Role Profile.
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Sign off			
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Line Manager:		Date:	
Post Holder:		Date:	

Welsh Language Skills Framework

Level 0			
No Welsh language requirement identified for the post – but all recruits should be aware of the corporate requirements of the Welsh language standards and completion of the Welsh language awareness course is advised.			
Understanding	Speaking	Reading	Writing
➤ No Welsh language requirement identified	➤ No Welsh language requirement identified	➤ No Welsh language requirement identified	➤ No Welsh language requirement identified
Level 1			
Can understand basic everyday phrases if the speaker talks slowly and clearly and is willing to help. Can introduce yourself and others and can ask and answer questions regarding basic information, e.g. Where someone lives; what they like doing. Can pass on a simple message or make a straightforward request, e.g. via e-mail.			
Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can understand simple personal information details; e.g. where someone lives, his/her name, who the person wishes to see 	<ul style="list-style-type: none"> ➤ Can pronounce place names and personal names correctly. ➤ Can greet individuals face to face or over the telephone ➤ Can open and close a conversation or open and close a meeting. 	<ul style="list-style-type: none"> ➤ Can read short sentence, e.g. basic signs, simple instructions, agenda items, simple information on forms 	<ul style="list-style-type: none"> ➤ Can open and close an e-mail or letter ➤ Can write personal names, place names, job titles ➤ Can write a simple message to a colleague on paper or e-mail, e.g. such and such has called.
Level 2			
Can understand sentences when people talk about everyday situations, e.g. simple personal and family information. Can hold a basic conversation with someone to obtain or exchange straightforward information, e.g. discuss how a person is feeling; something which has happened; simple plan for the future. Can write and read messages in letters or e-mails describing familiar issues and written in short sentences.			
Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can understand when people speak slowly about everyday situations, e.g. providing personal information, talking about what they have been doing, what they would like to do, how they feel in general ➤ Can understand when people ask you do something 	<ul style="list-style-type: none"> ➤ Can communicate simple information or ask common questions, e.g. to acquire information from an individual ➤ Can use Welsh to get to and emphasise with the individual but not able to conduct the entire conversation or session in Welsh 	<ul style="list-style-type: none"> ➤ Can read short message and certain letters or e-mails, e.g. Those which make a request or ask you to pass on a message 	<ul style="list-style-type: none"> ➤ Can write a short message to a colleague asking a question, thanking her/him, explaining something, e.g. time and place of a meeting ➤ Can write a short letter or e-mail to arrange an appointment

	<ul style="list-style-type: none"> ➤ Can hold a short conversation with an individual or exchange relatively straightforward information ➤ Can contribute to a meeting, but need to revert to English for specialist terms. 		
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Level 3

Can understand the main points when an individual or colleague is talking about familiar subjects, e.g. during a conversation or small group meeting. Can hold extended conversations with fluent speakers about familiar subjects involving everyday work. Can describe experiences and events and provide concise explanations and reasons for opinions and plans. Can read articles, letters or e-mails about general subjects. Can write letters or e-mails about most subjects, e.g. requesting something; providing information; inviting somebody or organising an event.

Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can understand individuals and colleagues when exchanging information or discussing plans, if the subject is familiar. ➤ Can understand a discussion at a meeting if the subject is familiar. ➤ Can understand individuals and colleagues in a familiar situation or in everyday conversation. 	<ul style="list-style-type: none"> ➤ Can take part in most conversations with colleagues about work and plans if the vocabulary is not too technical. ➤ Can hold a conversation with an individual or exchanging relatively straightforward information. ➤ Can contribute to a meeting but need to revert to English for specialist terms. ➤ Can adapt the style of language to suit the audience. 	<ul style="list-style-type: none"> ➤ Can understand most e-mail messages or letters concerning day to day work. ➤ Can guess the meaning of a word based on context if the subject is familiar. ➤ Can read a simple, straightforward article in a newspaper or magazine types of written material. 	<ul style="list-style-type: none"> ➤ Can write a letter or e-mail to an individual, or colleague about most topics in order to request something; provide an explanation; describe an experience or situation; invite people or organise an event. ➤ Can write relatively accurately when drafting a short information leaflet or information Welsh as required.

Level 4

Can usually follow most conversations or discussions, even on unfamiliar topics, unless the speaker has a strong or unfamiliar accent. Can talk confidently with fluent speakers about familiar subjects relating to work, and can express an opinion, take part in discussion, and talk extensively about general topics, e.g. In meetings or one-to-one situations with individuals. Can understand most correspondence, newspaper articles and reports intended for fluent speakers with the aid of a dictionary and can scan long texts to find details. Can complete forms and write reports relating to work and respond accurately.

Understanding	Speaking	Reading	Writing
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<ul style="list-style-type: none"> ➤ Can follow most conversations and discussions with individuals or colleagues even if the subject matter is unfamiliar. ➤ Can understand differences in register and dialect. 	<ul style="list-style-type: none"> ➤ Can contribute effectively to internal and external meetings in a work context. ➤ Can converse comfortably with individuals and exchange information as required. ➤ Can argue for and against a specific case. ➤ Can chair meetings and answer questions from the chair confidently. 	<ul style="list-style-type: none"> ➤ Can read most correspondence and scan long texts to find details. ➤ Can understand most newspaper articles and reports with the aid of a dictionary. ➤ Can understand novels and other texts, unless written in a very formal or colloquial form. 	<ul style="list-style-type: none"> ➤ Can produce correspondence of all types, short reports, documents and literature with support of an editor or electronic aid.
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Level 5

Can understand everything that is being said. Can talk extensively about complex issues, presenting difficult information and can facilitate and summarise extended or complex discussions. Can summarise information from different sources (orally and in writing) and present it in a coherent way. Can express themselves spontaneously, fluently and in details, adapting the language to suit the audience.

Understanding	Speaking	Reading	Writing
<ul style="list-style-type: none"> ➤ Can follow all conversations and discussions with individuals or colleagues. ➤ Can understand the ambiguity and nuance of language. 	<ul style="list-style-type: none"> ➤ Can express yourself fully in detail, even when discussing complex issues. ➤ Can adapt the style and register of your language to suit the audience. 	<ul style="list-style-type: none"> ➤ Can read and understand almost all written texts without difficulty, referring to a dictionary occasionally. ➤ Can read long texts to find relevant details and can understand most types of written material. 	<ul style="list-style-type: none"> ➤ Can write reports in a clear style appropriate to the reader with the support of electronic language aids. ➤ Can write formal or informal Welsh as required. ➤ Can write a range of documents accurately and with confidence.

Disclosure and Barring Service (DBS) Disclosure Checks

The DBS was established under Part V of the Police Act 1997 and was launched in March 2002.

The DBS enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially that involve children or vulnerable adults.

The DBS can issue 5 levels of Disclosure Certificates, depending on the position applied for, namely Standard, Enhanced, Enhanced with ISA check (children), Enhanced with ISA check (adults) and Enhanced with ISA check (children and adults)

Prospective applicants should be aware that before any offer of appointment is confirmed the successful candidate will be required to complete an online application form for the appropriate level of disclosure. Proof of the successful candidate's identity will also be required in the form of the following: Passport, Driving Licence, Birth Certificate and Utility Bills.

The Authority actively promotes equality of opportunity for all existing employees and prospective applicants. Candidates are selected on the basis of skill, qualifications and experience, and their match against the Person Specification. A criminal record will not necessarily bar applicants from working with the Authority. It will depend on the nature of the position and the circumstances and background of the offence.

The Authority has a written Policy on the Recruitment of Ex-offenders, which complies with the DBS Code of Practice, and undertakes to treat all applicants fairly.

The following information is available from the Service Centre Helpdesk, Room 323, The Guildhall, SWANSEA SA1 4PE; Telephone 01792 636098, email servicecentrehelpdesk@swansea.gov.uk.

- DBS's Code of Practice;
- Authority's Policy on the Security of Confidential Disclosure information;
- Information on the Rehabilitation of Offenders Act 1974

Further information about the Disclosure Scheme is available at www.homeoffice.gov.uk/agencies-public-bodies/dbs/.



Corporate Plan

Delivering a successful and sustainable Swansea

Our ambitions and commitments to residents – our well-being objectives

We have prioritised six well-being objectives. These are:

- **Safeguarding** people from harm – so that our citizens are free from harm and exploitation.
- Improving **Education & Skills** – so that everyone in Swansea gains the skills and qualifications they need to succeed in life.
- Transforming our **Economy & Infrastructure** – so that Swansea has a thriving mixed use City Centre and a local economy that will support the prosperity of our citizens.
- **Tackling Poverty** – so that every person in Swansea can achieve his or her potential.
- Maintaining and enhancing Swansea's **Natural Resources and Biodiversity** – so that we maintain and enhance biodiversity, reduce our carbon footprint, improve our knowledge and understanding of our natural environment and benefit health and well-being.
- **Transformation & Future Council** development – so that we and the services that we provide are sustainable and fit for the future.

Our Values

Our plans will be built on three clear values which will guide the way that we work, how we develop as an organisation and our decision making through the years ahead.

➤ **People Focus**

We will focus on community needs and outcomes and on improving the lives of the people who live and work in Swansea. We will also

respect, value and support our employees and demonstrate the highest standards of integrity.

➤ **Working Together**

We will promote a whole partnership approach, working across services to maximise resources and knowledge and joining forces with others outside the Council to ensure we prioritise our resources and get the best for our communities.

➤ **Innovation**

We will promote and support a culture of innovation. We will think and work differently to improve our ability to deliver and to meet the financial, demographic and societal challenges we face. We will share learning across the Council, as part of our Innovation Programme