**JOB DESCRIPTION & SPECIFICATION**

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| ***Job Title***  **Day Care Support Worker** | | ***Department***  **Health & Well Being Division** | |
| ***Job Ref****:* **HWB– DCSW - OP with Memory Loss** | | ***Date of Issue****:* **29.02.2024** | |
| ***Responsible to:***  Health & Well Being Divisional Manager | ***Contacts:***  Staff volunteers and placements from the charity and external organisations | | ***Supervisor***  HWB Team Leader/  HWB Divisional Manager |
| ***Location***  West Bromwich African  Caribbean Resource Centre  Thomas Street  West Bromwich  West Midlands  B70 6LY | ***Probationary Period***  6 Months  ***Special Conditions****:*  Casual Car user allowance applicable  **SAPPHIRE Service Role**:  Fixed Term Contract until 31st March 2025  ***Sick Pay***  Sick Pay is paid, in line with our sickness policy within our Employee’s Company Handbook  **Smoking**  All premises of the African Caribbean Resource Centre are designated as no smoking building. | | ***Salary***  **£12.00 per hour**  (pro rota full time equivalent £17,472.00)  ***Pensions***  WBACRC will operate an Auto enrolment pension scheme. Staff eligible will be notified upon its commencement |
| ***Working Hours***  ***Day Care***  Tuesdays Only  **9.00am – 5.00pm**  The post may requires working unsociable hours including evenings.\*Additional hours may be required from time to time | ***Annual Leave***  Statutory annual leave is based on 1 day pro rata equal to 5.6 per year | | ***Unions***  WBACRC recognises the rights of all employees to belong to a trade union if they wish. |

**Background**

We have received funding to deliver a culturally targeting and sensitive Day Care/Day Opportunities service for African Caribbean older people (50+) with early stage memory loss, the aim of our service is to enable them to meet other people with the same condition and develop friendship. Our service also act as a respite care service for the informal family carer so they can get a short break from the caring role get a few hour to themselves so they can meet friends, go on an outing, or even join a gym to increase their physical activity.

While people are accessing our service, we will provide person centred care to each person so they can take part in group activities that will improve their physical, and mental wellbeing. We also aim to work in partnership with Sandwell’s Community Dementia Service and Adult Social Care so that the person with memory loss can get a formal diagnosis of dementia and a commissioned place in our Day Care service and their family carers will be referred for a carers assessment so they can receive help and support with their caring role.

**Summary of Job Description and Tasks**

1. Sanitise tables, chairs, equipment, and board games so they are covid safe for people to do activities within our service.
2. Support people to take off their coats/jackets when required
3. Make refreshments (hot and cold drink) and service meals and refreshments at lunchtime
4. Support the Health and Well Being Divisional Manager and Team leader (HWB) Team supervise and support student placements and volunteer’s services
5. Participate in one to one and group activities with the people who use our service, where necessary promote, motivate, and encourage them to participate when necessary
6. Support people on social outing and trips, and attending external venues to promote services we provide in the Health and Well Being Division and wider organisation
7. Read client personal folders so you are update with their care needs and any risks that might be associated with them while using our service
8. Work with the Health & Well Being Team Leader to ensure the assessment paperwork is kept up to date and remains current and stored safely in a secure cabinet.
9. Ensure that informal family carers are supported by our service and refer them to our internal carers information and advice service they can be referred for a formal carers assessment
10. Supported by the HWB Team Leader, refer the person with memory loss to Sandwell’s Community Dementia Service (SCDS) so they can receive additional support on their dementia journey and get a formal diagnosis.
11. Promote the services in the Health and Well Being and wider organisation and encourage friends, family, and external colleges to take up volunteering roles within our organisation.
12. Work in partnership with the SCDS and their dementia Navigators and Advisors if they are carrying our reviews at our venue with people who use our service, as the information will also be used to update our internal assessment and support plans.

**Continuous Professional Development:**

1. Stay abreast of industry trends, best practices, and innovations in the health and well-being sector.
2. Participate in relevant training and development opportunities.
3. Attend regular staff meetings and supervision with the Health & Well Being Divisional Manager
4. Attend training sessions as required and agreed as part of continued professional development
5. Attend training and supervision sessions that are organised by the Team Leader and Health and Well Being Divisional Manager

**PERSON SPECIFICATION**

The following criteria will be used in short listing candidates and in appointing the successful applicant.

Application: A, Interview: I

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| **Education and qualifications** | **Essential** | **Desirable** |
| Health and Social Care Level 2 Health qualification or willingness to work towards achieving level 3 or a similar qualification and/or equivalent experience, commensurate with the responsibilities of this role. | **A, I** |  |
| **Skills, Knowledge, and Experience** |  |  |
| Proven experience working in a health and well-being services, preferably in a diverse community setting supporting vulnerable adult, adults with disabilities and supporting older people with long term health conditions including dementia and supporting informal carers. | **A, I** |  |
| Excellent IT skills with confident use of MS Office packages including Word, Excel, Outlook, and Power Point | **A, I** |  |
| Experience of working in a busy environment and supporting others in a team. | **A, I** |  |
| Record-keeping skills and writing ability of a high standard suitable for written communication with service users and professionals, production of publicity materials and reports. | **A** |  |
| Excellent inter-personal skills | **I** |  |
| Ability to work independently and on own initiative | **A, I** |  |
| Excellent personal organisation and time management | **A, I** |  |
| **Good networking skills** |  | **I** |
| Strong attention to detail and pride in accuracy | **A** |  |
| Experience of CRM systems and database management |  | **A, I** |
| Web Browsing and Social Media experience |  | **A, I** |
| An understanding of client confidentiality (GDPR) | **A, I** |  |
| Adult Safeguarding Procedures  Lone Working Procedures  Knowledge of the Mental Capacity Act | **I** |  |
| Experience of working with voluntary and statuary bodies |  | **A** |
| Full current UK driving licence and access to a vehicle to travel independently across the service area. |  | **A, I** |
| **Attributes** |  |  |
| Ability to stay calm and productive when there are urgent deadlines to be met | **A, I** |  |
| A diplomatic approach to people when dealing with conflicting priorities | **I** |  |
| A can-do attitude with a high level of personal motivation and pride in their work | **A, I** |  |
| Empathetic to the feelings and needs of service users, their families, and carers | **I** |  |
| Demonstrates respect for equality and diversity and works to actively promote an inclusive work environment and service. | **A, I** |  |
| Demonstrates commitment to own learning and continuous improvement through learning and developments | **A, I** |  |

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| **Competencies** |
| **Working with others**   * Relates well to people from all backgrounds and treats everyone with respect * Is consistently helpful, positive, and collaborative * Gives constructive and timely feedback to colleagues and seeks it in return * Builds rapport * Engages with others to better understand their requirements and develops appropriate solutions/improvements   **Communication with others**   * Engages and share information with colleagues, internal and external audiences to support the delivery of the project * Clarifies important messages and issues and uses appropriate language * Considers structure and meaning when producing written communication * Presents information which influences and has a positive impact on audiences   **Influencing**   * Gives and receives constructive feedback * Seeks timely clarification to verify own understanding * Expresses a difference of opinion in a controlled manner * Supports team members working on the project   **Making effective decisions**   * Tailors own work practices * Shows initiative ad is willing to take decisions within the accepted parameters of the role * Shares appropriate and timely information with others * Recognises when to refer up to more senior colleagues   **Analysing and interpreting information**   * Data collection methods to be used gather and summarise project data, and conducting and analysis data from client satisfaction surveys. * Ensures that the services within the Health & Well Being Division and within the wider charity are understood, and adhered to and implemented accordingly in line with our service delivery/strategic plans, operational policies and company handbook * Ensure data is entered onto our database   **Planning and organising**   * Maintain and update the Service Project Plan. Including Actions, Issues and Risks * Ensure key service outcomes are delivered in line with the service Project Plan * Deadlines are met, prioritising effectively when issues or timescales conflict |

**General Information:**

**Policies and Procedures**

The post-holder will be required to comply with all policies and procedures issued by and on behalf of West Browich African Caribbean In addition, if the post-holder is required to work at other organisations premises, they must adhere to the specific policies relating to the premises in which they work.

**Governance & Risk Assessment**

The post-holder must be aware of and ensure compliance with West Bromwich African

Caribbean Resource Centre’s Governance, Risk Management and Lone Working Policies.

# **Confidentiality**

The post-holder must at all times maintain the complete confidentiality of the material and information he/she handles.

# **Data Protection**

If required to do so, the post-holder will obtain, process and/or use information held on a

computer in a fair and lawful way; and hold data only for the specified registered purposes and

to use or disclose the data only to authorised persons or organisations.

# **Equal Opportunities**

All provider organisations collaborating to develop and deliver the Sandwell Community Dementia Support Service are committed to equality of opportunity regardless of race, gender, marital status, sexual orientation, ethnicity, disability or religion, both in the provisions of our services and in our employment practices

West Bromwich African Caribbean Resource Centre’s is an equal opportunities employer.

No job applicant or employee will be discriminated against on the grounds of race, colour,

nationality, ethnic or national origin, religion or belief, sex, marital status or on the grounds of disability or sexual preference.

The post-holder will have a personal responsibility to ensure that he/she does not discriminate, harass, or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination or harassment by others. The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

**Health and Safety**

The post-holder must make him/herself aware of the responsibilities placed on them by the Health and Safety at Work Act [1974] to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees and visitors.

The post-holder will have at all times a duty to conduct themselves and to undertake their work, in a safe manner, so not to endanger themselves and others around them. Clearly, the degree of such responsibilities carried out by a particular individual will depend on the nature and extent of his/her work. Should any individual feel concerned over the safety aspects if his/her work, it should be brought to the attention of West Bromwich African Caribbean Resource Centre’s management.

The post-holder must adhere to the health and safety rules and procedures of West Bromwich

African Caribbean Resource Centre’s He/she has a legal duty to use safety devices and

equipment provided. All staff will receive a general introduction to health and safety at work as part of their induction.

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# **No Smoking Policy**

West Bromwich African Caribbean Resource Centre has a no smoking policy. Staff are not permitted to smoke on West Bromwich African Caribbean Resource Centre’s premises nor in any vehicle used on West Bromwich African Caribbean Resource Centre’s Business.

## Untoward Incidents

The post-holder must take responsibility for incident and near miss reporting and must ensure

they adhere to all West Bromwich African Caribbean Resource Centre’s policies and procedures.

## Review of the Role

This job description will be subject to review and amendment, in consultation with the post-holder, to meet the changing needs of the service and the organisation. This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within West Bromwich

African Caribbean Resource Centre’s agenda and priorities.