

# Day Opportunities, City College Peterborough

## Job Description

**Department:** City College Peterborough

**Division/Section:** Day Opportunities – City Centre Hub

**Job Title:** Service Assistant

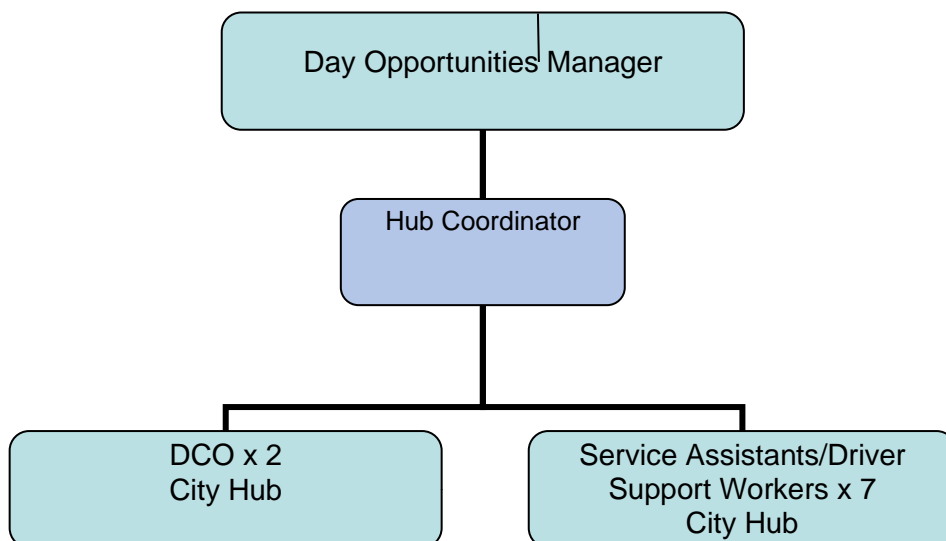
**Post No:**

**Grade:** Grade 5

**Reports to:** Hub Coordinator

### Organisation Chart:

Show immediate manager and any jobs reporting to this post.



Does the post involve working in regulated or controlled activity with children or vulnerable adults?  
CRB Check applicable?

Regulated  Controlled  Neither

Standard  Enhanced  None

Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions?

Yes  No

Line Management responsibility for:

No. of direct reports:

No. of indirect reports:

**Size of budget:**

- state whether *accountable* for (i.e. budget holder) or *accounting* for (e.g. monitoring)

**Job Purpose:**

To promote a person-centred approach to the promotion of independence and empowerment of people using services, supporting those people to attain their full potential. This should be carried out in a sensitive manner whilst maintaining individual's dignity, even when presented with volatile and/or challenging /extreme behaviours.

**Main Duties and Responsibilities:**

1. Assisting with the personal care of service users which may include help with washing, bathing, toileting, shaving, and dressing in order promote users' dignity and independence
2. To assist service users with eating and drinking as determined by individual need and input from Speech and Language Therapists (SLT) to promote physical wellbeing
3. To undertake general domestic tasks in line with infection control with or on behalf of service users to promote dignity, comfort, and independence.
4. To assist with the planning, facilitating, and evaluating in undertaking individual and/or group work with service users with the day service and/or community settings as determined by the care plans, including escort work to promote users' confidence, independence, and acquisition of skills.
5. To undertake support work with carers/families as determined by the assessment process to promote their involvement with and ability to care for service users.
6. To administer pre-dispensed drugs within agreed procedures to ensure care plans are adhered to
7. To attend meetings/reviews as requested and to complete departmental records to ensure that policies and procedures are adhered to.
8. To participate in staff training activities to develop practice skills and teamwork
9. To ensure that the line manager is alerted immediately regarding any incident/development which might have a significant effect on a service user(s) to ensure departmental procedures are followed and council policies on fire prevention/health and safety are adhered to.
10. To liaise with relatives, Health and social care professionals, other integrated team members, primary care and other colleagues when required in the promotion of the service users independence
11. To provide personal health and social care support and care where people have a learning disability, complex and/or volatile care needs and/or where the person may present challenging or extreme behaviours. This includes undertaking a range of tasks such as community participation, day opportunities, supported living opportunities, personal care, meal preparation, assisting to eat and maintenance of essential hygiene (shower area, kitchen work tops etc). it will also include a range of health care tasks, for example simple dressings
12. Take a proactive approach to service and personal development including the completion of QCF in Care level 1 & 2.
13. To complete daily communication records, RAISE and file recording, alerting the Lead Day Centre Officer/Manager or other appropriate colleagues to any change in circumstances
14. To work with service users in order for them to achieve their full potential through goal-centred care plans, and proactive case monitoring
15. To be prepared to deal with people who are often emotional & unpredictable in behaviour and be able to use negotiating skills to enable a person to fulfil their needs, and be as independent as they can be, according to their care plan and physical/mental health situation

**Generic Responsibilities:**

To carry out all duties in accordance with the Trust's equal opportunities policy and other policies designed to protect employees and service users from harassment. It is the duty of the post holder not to act in a prejudicial or discriminatory manner towards employees or service users. The post holder should counteract such practise or behaviour by challenging or report it.

To carry out all duties in accordance with Trust policies and procedures

To contribute to team working within the department

To promote high standards of Health, Safety and Welfare, ensuring that the trust complies with statutory requirements

**Flexibility Clause:** Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments.

**Variation Clause:** This is a description of the job as it is constituted at the date shown. It is the practice of this trust to periodically examine job descriptions, update them and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the post holder.

In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

**DATE:** 04/04/12      **COMPLETED BY:** Debbie Hembrow

# Day Opportunities, City College Peterborough

## Person Specification

**JOB TITLE:** Service Assistant      **POST NO:**

**GRADE:** Grade 5      **DEPARTMENT:** Day Opportunities-City Centre Hub

**HOURS:**

**DIVISION:** City College Peterborough      **DIRECTOR:** Pat Carrington

**DATE:** 22/9/15      **COMPLETED BY:** Debbie Hembrow

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Knowledge and understanding of effective customer care</li> <li>Awareness of issues facing people with learning and/or physical disabilities</li> </ul>	An understanding of advocacy
<b>SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"> <li>Effective inter-personal skills such as negotiation, assertiveness and verbal communication</li> <li>Personality to include being non-judgemental, understanding the need for confidentiality and being able to relate to and interact with service-users and staff</li> <li>Person centred attitude to the care of service users</li> </ul>	To work as an effective team member, and support and grow with the team
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Experience of working with people with a learning disability or physically disabled/vulnerable service-users in a caring role.</li> <li>Experience in the field of care</li> </ul>	Working with challenging behaviour Experience of delivering personal care with dignity and respect in an enabling manner Plan and deliver and evaluate group work Supporting people with disabilities to access the community
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>QCF level 2 minimum or commitment to working towards achievement of appropriate National Vocational Qualifications within agreed target</li> </ul>	Knowledge of food handling procedures Previous occupational training in Moving and Handling and Personal Care Sova Awareness Infection control
<b>ABILITIES</b>	<ul style="list-style-type: none"> <li>Ability to provide and receive routine information, which required tact or persuasive skills or where there are barriers to understanding.</li> <li>Knowledge of need to be able to work and support people with dignity, care and respect which may include body fluids etc</li> <li>Ability to use initiative, prioritise, liaise with a</li> </ul>	Previous experience of working with people Makaton or BSL Effective interpersonnel skills Ability to use a pc

	<p>range of other professionals</p> <ul style="list-style-type: none"> <li>• Work as part of a team and alone, on base or in the community</li> <li>• Supervising service users and reporting back progress and recording outcomes</li> <li>• Ability to follow PCC guidelines</li> <li>• Implementing care and carrying out programmes of care/therapy as per care plan. The care plan may come from various professionals including physiotherapy, speech and language</li> <li>• Ability to develop and maintain effective consultation with service users and carers.</li> <li>• Ability to use lifting equipment e.g. hoists, to move people into positions for personal care several times during any one shift.</li> <li>• Ability to communicate in writing as well as verbally</li> <li>• Knowledge and understanding of the concept of the promotion of independence of service-users through goal-directed care plans</li> </ul>	
<b>EQUALITY</b>	Candidates must demonstrate understanding of, acceptance and commitment to the principals underlying equal opportunities. (A & I)	
<b>CUSTOMER CARE</b>	Knowledge and understanding of effective customer care (A & I)	

*[ At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]*