**JOB DESCRIPTION**

JOB TITLE: Day Centre Support Worker

LOCATION: Age UK Northumberland – Centre Based (Blyth)

RESPONSIBLE TO: Service Improvement Manager

SALARY: £ 12.00

HOURS: 0800 to 1700 hrs on opening days.

**ROLE SUMMARY**

To assist in the organization and day to day running of the Day Centre in Blyth. Including assisting with the world class support to customers with personal care needs.

To help provide a comfortable, safe and stimulating environment for customers and to recognise and respect their dignity at all times.

To encourage customers to talk and participate in discussions and to take an active role in day centre activities.

Support planning of activities, entertainment and outings.

To assist in the day to day running of Day Centre and supporting volunteers.

**PLEASE NOTE: Category D license is essential as you will be responsible for driving our customers to and from the Day Centre.**

To assist transport in escorting customers to and from the Day Centre.

Duties and tasks will include the provision of personal, social and enabling care and support to customers in the Day Centre in Blyth.

**JOB SPECIFICATION**

**1.** To deliver high quality care to Customers

• To provide the highest quality care to customers in accordance with their support plan.

• The range of tasks that the Support Worker may be required to undertake covers personal care, domestic/practical tasks, and enabling and support work:

• Personal care includes washing, dressing, bathing, toileting and medication monitoring and/or assistance.

• Social duties include serving meals, essential cleaning and fire maintenance.

• Enabling and support may include such activities as supervising, monitoring and coaching to empower customers to be as independent as possible and have control over their own lives. Support Workers may also be required to escort or accompany customers to outings.

• To be aware of the personal needs and requirements of your customers, communicating successfully, not only with your customers.

• Ensure that all care is completed within Age UK Northumberland’s Policies and Procedures, CQC Fundamental Standards and all contractual and legislative requirements.

• Any other duties that may be necessary to comply with the demands of the CQC or other legislative bodies.

• Maintain appropriate records to meet the needs of the service, observing and promptly reporting back any changes or concerns with your customers.

• Contribute to and work effectively as part of a team, including volunteers within centre.

• Deliver support in a manner which is sensitive to the customer’s needs.

• Promote anti-discriminatory practice.

• Protect the confidentiality of customers and of Age UK Northumberland.

• Promote the dignity and privacy of customers within the day centre.

• Act promptly and appropriately to customers from neglect or abuse.

• Participate in staff development (including supervision), training and performance appraisals as required.

• At all times present a professional and caring image of Age UK Northumberland and demonstrate behaviors reflective of Age UK Northumberland values.

• Any other duties as delegated by line managers.

**4. Additional responsibilities**

Health and Safety

As an employee of Age UK Northumberland, the post holder has a duty under the Health and Safety at Work Act 1974, to:

• Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.

• Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.

Data Protection

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act. This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorized persons or organizations as instructed.

**Please note: this job description is subject to regular review and appropriate modification. This is not a contractual document.**

**Employee Signature………………………………………………………………….**

**Employee Print…………………………………………………………………………**

**Date…………………………………………………………………………………………**