**Age UK Camden**

***Striving to be an Equal Opportunities Employer***

**JOB DESCRIPTION**

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| **Title of Post:** | **Day Care Officer (Across both centres – Henderson Court and Great Croft** | **Grade:** | SCP 4 to SCP 15  £25,209.19 to £30,672.75  pa FTE |
| **Hours of Work:** | **15 HPW** | **Eligible for Job share** | **NA** |
| PENSION: | **Contributory pension, employee and employer contribution 6% each** | | |
| ANNUAL LEAVE: | **27 days a year plus bank holidays pro rata rising to 32 days a year after 5 years service** | | |
| RESPONSIBLE TO: | **Day Care Centre Manager** | | |
| RESPONSIBLE FOR: | **Not Applicable** | | |

***This Post is exempt from the Rehabilitation of Offenders Act 1974***

**PURPOSE OF THE JOB**

1. To share responsibility within the Day Care Centre team for the implementation of a comprehensive service of care and support for service users.
2. Service users have a range of complex needs, including living with dementia, mental health issues, physical disabilities and learning disabilities.
3. Act as Key worker for individual clients.
4. To deliver a holistic and person-centred wellbeing service which provides service users with social interaction and support to maintain their personal interests.

**MAIN DUTIES & RESPONSIBILITIES**

**Requirements specific to this job:**

1. **Direct support**
2. to give practical help and personal care, e.g., moving and handling, toileting, etc., in the context of Individual service plans.
3. to ensure that service users’ wellbeing and safety are attended to at all times.
4. to socialise and provide a stimulating environment for users, encouraging participation in Day Care Centre activities.
5. to share responsibility for dealing with challenging behaviour and conflict resolution.
6. to accompany users on transport as appropriate; escort duties.
7. To organise, lead and assist with a variety of activities, as agreed by the Day Care Centre Manager.
8. to provide support which is appropriate to the needs of older people from different backgrounds and which is sensitive to the linguistic, cultural, religious and social needs of the individuals.
9. To be up-to-date and follow the requirements of the “Better Food-Better Business for Caterers” (kept at each centre).
10. Kitchen duties such as; warming up cans of soup, putting together sides for certain dishes i.e.tuna and corn, warming beans for jacket potatoes, etc.
11. Willing and able to take/keep Food Hygiene Training competence level 2 to support with kitchen duties as appropriate.
12. **Individual support**
13. To visit potential Day Care Centre users in their own home, to assess their suitability for the centre and help to make arrangements to enable them to attend.
14. As required, carry out assessments of clients referred into the service in terms of their social, emotional, and practical and information needs Ensure agreed action plans linked to person centered assessments are reviewed with clients/users and family members throughout the wellbeing intervention.
15. Support users to carry out person centered activities in a way that respects the individual’s dignity and provides both practical and emotional support.
16. Ensure outcomes are achieved as stated in person centered assessment.
17. To take responsibility for key-working a number of members/users with critical and/or substantial needs, to include monitoring their wellbeing, liaising with family carers, other professionals and statutory services, taking part in reviews of needs and other relevant meetings, and keeping Individual Service Plans and review forms up to date.
18. To report any significant change in users’ physical, mental or emotional condition, both in their records and orally to Day Care Centre staff and the Day Care Centre Manager
19. When a service user fails to arrive at the Day Care Centre, to ensure their absence is followed up and that any necessary help is given
20. To alert managers to any possible safeguarding concerns.
21. Provide accurate, meaningful and relevant information to users, family members and carers.
22. To undertake supervision and training as appropriate.
23. **Administration and centre duties**
24. To ensure that all records of the users of the service are kept up-to-date and to be responsible for the appropriate implementation of monitoring, evaluation and quality assurance procedures.
25. to consult with users on services.
26. to keep close and regular contact with carers.
27. to provide support to volunteers.
28. to assist with preparing information for volunteers or visitors as needed
29. To monitor Day Care Centre activities as required by management.
30. To collect and account for monies as required, including charges for meals and Day Care Centre activities.

**General Requirements:**

1. The postholder will be required to work from any of the AUC Day Care Centres on a rota basis. Occasionally, the place of work will be known at short notice when more staff is required due to sickness, etc.
2. The post may involve occasional evening or weekend work, for which Time Off in Lieu can be claimed.
3. Under the Health & Safety at Work Act 1974 and associated guidance, it is the duty of all staff while at work to take adequate care for the health & safety of themselves and of other persons who may be affected by their acts or omissions.
4. The postholder is required to implement the Equity, Diversity and Inclusion Policy adopted by Age UK Camden. The postholder is required to carry out the duties and responsibilities of their post with due regard to these measures.
5. The postholder is required to implement all other policies and procedures approved by Age UK Camden, including those relating to personnel, service standards, confidentiality and complaints.
6. Age UK Camden operates a No Smoking policy and all staff are required to comply with this.
7. The postholder may, on occasion, be asked to undertake other duties and responsibilities appropriate to their grade as determined by their supervisor or manager.
8. This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be revised.

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| **Job Description Agreed by:** |

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|  | **SIGNATURE** | **DATE** |
| **Chief Executive** |  |  |
| **Line Manager** |  |  |
| **Post Holder** |  |  |

Date: May 2025