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 | AGE UK ENFIELD JOB DESCRIPTION |

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| **Job Title:** | Day Centre Care and Support Workers  |
| **Hours:** | 22 hrs per week fixed term 12 months |
| **Location:**  | The Parker Centre, 6 Houndsfield Road, Edmonton, London N9 7RA |
| **Responsible to:** | Day Centre Manager |

**PURPOSE OF POST**

To provide support to clients with Dementia in the Parker Centre using a person centred approach and by enabling the cared for person to maintain and enjoy a reasonable lifestyle in a stimulating environment.

The key intention of this service is to provide respite for families and meaningful occupational for the client.

**RESPONSIBILITIES OF THE POST:**

1. To provide the highest quality care and support to clients at the day centre
2. To provide the range of agreed support, care and therapeutic activities to individuals and groups in accordance with the care plan, or other instructions.
3. To carry out all tasks that an informal carer would complete for their loved ones in their own home.
4. To ensure that clients are treated with respect, concerns are listened to, and that the service is delivered in a manner which recognises and respects different cultural and religious attitudes and beliefs.
5. To maintain confidentiality at all times.
6. To communicate effectively with clients with dementia
7. To enable Clients to be involved in a range of activities and group work opportunities tailored to their individual needs and aspirations
8. To ensure that recording procedures are kept up to date
9. To maintain appropriate records to meet the needs of the service, observing and reporting abck any changes or concerns in your service user’s circumstances or condition to line managers
10. To ensure that any emergency is dealt with promptly and appropriately in conjunction with the Line Manager.
11. To act promptly and appropriately to protect clients from neglect and abuse
12. To follow risk assessments and observe safeguarding guidelines.
13. To contribute to and work as an effective team member.
14. To work independently and use own initiative
15. Engage and work closely observing professional boundaries with unpaid carers such as family or friends, for the benefit of the service user.
16. To ensure clients social, physical, cultural, and personal care needs are met
17. To participate in staff development (including supervision) training and performance appraisals as required.
18. Any other duties as delegated by your line manager

**General duties**

* To work in accordance with all Age UK Enfield’s policies and procedures.
* To work in accordance with Age UK Enfield’s Equality and Diversity policy ensuring and supporting full implementation of the policy.
* To work in accordance with the Disability Awareness Act as part of the Equalities Act.
* To work towards supporting the organisation in maintaining at Quality Standards.
* To work positively with all volunteers towards the Investing in Volunteers standards, working within the set policies and procedures for volunteering.
* To attend employee, team and supervision meetings as required.
* To ensure good working practice to prevent abuse of vulnerable adults in line with AUKE’s Policy and local guidance.
* To attend organisational events in accordance with Age UK Enfield’s Events policy.
* To undertake any relevant training as may be required.
* To be flexible undertaking any other duties as required by the organisation including assisting during times of severe weather disruption/crisis management where support for other frontline services is needed which may include working at other sites or in the community setting.
* Excellent time keeping, punctuality and reliability at all times.
* Provide a high level of internal and external customer service at all times.

Person Specification

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| **Experience** | 1. Experience of communicating with people and in particular having an understanding and empathy towards their needs.
2. Experience of working individually, using your own initiative and responding respectfully in a practical manner.
3. Understanding of working with people with Dementia.
 | Application form/interview |
| **Knowledge** | 1. Knowledge and understanding of equality and diversity and its relevance to service delivery.
2. A clear understanding of the needs of Clients with Dementia, and other possible disabilities including Long Term Health Conditions (LTCs).
3. Commitment to work towards 7&8
4. Level 2 QCF in Health and Social Care
5. Level 2 NCFE Dementia Awareness
 | Application form/interviewCertificatesReferences |
| **Technical or work based skills** | 1. The ability to display a flexible response to an older person’s requests and needs.
2. The ability to provide personal support in a sympathetic manner and to encourage and motivate Clients.
3. The ability to support Clients to engage in a range of activities
4. The ability to work well as part of a team.
5. The ability to cope with challenging situations.
6. The ability to attend to personal hygiene and provide physical support in a sympathetic, caring way and in accordance with Health and Safety requirements around moving and handling guidelines.
7. A willingness to accept supervision and on-going training.
 | Application form/InterviewPractical observation |
| **General attributes** | 1. The ability to respect and maintain Client confidentiality in accordance with the Confidentiality Policy.
2. The ability to keep accurate records
3. A willingness to undergo a DBS police check on appointment and thereafter annually.
4. Ability to be flexible to meet Clients’ needs which may include working weekends and evenings to deliver the service.
 | Application form/interview |