

### Job Description

Job Title: Day Service Lead

POSCODE: TBC

Grade: Grade 6

### Overall purpose of the job

Oversee the day to day delivery of the Day Services for those with a learning disability and older people, ensuring that the quality of the service meets and exceeds standards required.

Assist the Quality Assurance & Operations Manager to ensure consistent high quality provision that promotes the service vision of ensuring more control, choice, and opportunities to live independent lifestyles and the best possible quality of life.

Ensure that information within the Service is accurate and up to date and reviewed to meet requirements to enable safe delivery of services. This role will be office based within the service.

### Main accountabilities

1.	<p><b>Service Delivery</b></p> <p>Provide day to day oversight of the delivery of the Day Services for those with a learning disability and older people, ensuring that the quality of the service meets standards required, allocating tasks and resources to the required staff to enable the safe delivery of the service.</p> <p>Ensure that information within the Service is accurate and up to date and reviewed to meet requirements. This may include care plans, medication recording, risk assessments, care &amp; support notes, safeguarding, activity plans and accident and incident reports.</p> <p>Ensure Support/Care Plans are developed and agreed in conjunction with the person, staff team, family carers, and professionals. Use appropriate communication to provide opportunities for provision of the information taking account of the individuals communication needs.</p> <p>Be responsible for completing mental capacity assessments Ensure the information is gathered appropriately in line with Mental Capacity Act 2005 reviewed and shared with the staff team and professionals.</p> <p>Assess risk and mental capacity in all areas of support working with other professionals when required.</p> <p>Ensure people who use services are safeguarded from abuse. Complete all necessary reporting following CCC policies and guidelines including reporting to Quality Assurance &amp; Operations Manager. Respond to emergencies following guidelines, providing support to the staff team, and reporting to Quality Assurance &amp; Operations Manager as required.</p> <p>Take responsibility to oversee medicines management within the service. Ensuring all staff are appropriately trained, competency assessments are completed, recording meets requirements and the Medicines Management policy is followed. Report any incidents and/or safeguarding relating to medication as appropriate. Provide support, advice and guidance to ensure staff have a full understanding and training to enable safe administration.</p> <p>Identify staff resources to ensure the service has adequate staff cover to agreed levels. Complete weekly/monthly rotas and support with cover, allocation of relief staff or agency staffing.</p>
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2.	<p><b>Delivery of Activities</b> Manage the daily activities within the service, ensure these are researched, planned, and prepared for completing activity plans that are reviewed and updated on a regular basis to ensure activities remain of a high quality and meet the needs of people who use services. Ensure documentation is completed to provide evidence that shows skill progression.</p> <p>Collaborate with the staff team to assist service users where required to access community facilities, including planning for appropriate support and transport promoting a greater understanding of the nature of disability and to ensure inclusion in the wider community.</p> <p>Support the Quality Assurance &amp; Operations Manager to identify opportunities to improve service delivery and efficiency. Contribute ideas for service improvements and coordinate activities that promote innovation.</p>
3.	<p><b>Staff Team</b> Provide line management to a team of support workers, undertaking 'our conversations' on a regular basis in line with CCC policy. Complete end of year Rewards Conversations with your team of Support Workers.</p> <p>Support and promote staff wellbeing through sharing information and available resources.</p> <p>Complete HR processes with the staff team for performance concerns, short term sickness, and absence using guidance and advice provided. Refer to Quality Assurance &amp; Operations Manager for more complex and formal processes.</p> <p>Maintain the training records for support workers, identify training to meet mandatory requirements and additional CPD needs arranging development and training opportunities as needed.</p>
4.	<p><b>Buildings</b> Monitor and report facilities issues and health and safety concerns within the building using the online reporting process and make all necessary recording as appropriate. Take responsibility for the security of buildings and co-ordinating maintenance contractors when on site.</p> <p>Create, update and review risk assessments for the buildings and grounds as required.</p>
5.	<p><b>Quality Assurance</b> Plan and undertake audits and quality assurance checks within your area reporting concerns and issues to the Quality Assurance &amp; Operations Manager.</p>
6.	<p><b>Communication</b> Establishment of professional relationships with people who use services and families/carers to ensure that people are supported and encouraged to develop skills to reach their potential to the full.</p> <p>Develop, promote, and maintain excellent communication between people who use services, carers, social workers, health workers, and other agencies to ensure effective integration of services.</p>
7.	<p>Demonstrate an awareness and understanding of equality, diversity and inclusion.</p>
8.	<p>Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.</p>

**Safeguarding commitment**

We are committed to safeguarding and promoting the welfare of children and young people/adults at risk. We require you to understand and demonstrate this commitment.

## Person Specification

### Qualifications, knowledge, skills, and experience

Minimum level of qualifications required for this job.

Qualifications Required	Subject	Essential/ Desirable
Level 3 Diploma	Health & Social Care	E
Level 4 Diploma	Health & Social Care	D

Minimum levels of knowledge, skills and experience required for this job.

Identify	Describe	Essential/ Desirable
<b>Knowledge and Experience</b>		
Knowledge & working experience of working to relevant legislation, policies, and guidance	Mental Capacity Act, Care Act 2014, Safeguarding & deprivation of Liberty safeguards. Health & Safety at Work Act	E
Experience of working with vulnerable people	Knowledge and experience of providing advice and guidance to social care teams supporting vulnerable adults including accounting for the risk to and safety of service users and others	E
Experience of support people to manage behaviour that challenges	Supporting people whose behaviour challenges services and managing that in an appropriate way.	E
Completing documentation to enable safe support of service users	Care & support plans, risk assessments, behaviour plans, mental capacity assessments.	E
Providing advice and guidance to a staff team	Managing day to day staff team activities and allocating tasks as needed to ensure care & support needs are met.	E
Providing activities both in building and in the community	Oversee the delivery of appropriate activities ensuring choice and participation by those that use service.	E
Supervision of staff	Provide regular supervision to a staff team	E
Identifying staff resource	Completing rotas to ensure staff resource is available to meet the needs of the service.	E
Risk	Understanding risk and understanding of when escalation is required.	E
Commercial Awareness	Understanding how decisions and actions impact costs, resources, and value for money.	E
<b>Skills</b>		
Organisational	An ability to plan and manage tasks effectively, meet deadlines and ensure tasks are prioritised within set timescales.	E
Decision making	Understand the priorities day to day in the service and report on as needed at the appropriate time.	E

Staff Supervision	Able to provide staff with meaningful supervision and wellbeing support	E
Effective Communication	Effective communication skills including strong people skills in groups, teams and one to one situations.	E
Presenting Information	Able to present information in an accurate, concise way to meet the audience requirements.	E
IT	Microsoft Office (Word, Excel, PowerPoint, Publisher) AI applications	E
Equality, Diversity, and Inclusion	Ability to demonstrate awareness and understanding of equality, diversity, and inclusion and how this applies to this role.	
Net Zero	Ability to contribute towards our commitment of becoming a net zero organisation.	
Safeguarding	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/adults at risk.	

### Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	✓ Enhanced with barred list checks

### Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed ✓	Hybrid	Field	Remote	Mobile
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