

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Day Centre Officer

Provider Services, Adults, Communities and Wellbeing Directorate

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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Purpose and impact:

To plan and deliver activities in a day centre setting in order to develop and maintain customers' physical skills. To support customers' personal and social development. To promote customers' independence.

Accountable to:

This role is accountable to the Team Manager - Day Opportunities. The role sits within Provider Services, part of the Adults, Communities and Wellbeing Directorate in West Northamptonshire Council.

Responsibilities:

1. Assess customers' needs, skills and behaviour to ensure that appropriate services are identified and provided to meet customers' needs. Carry out all necessary risk assessments related to activities to support health and safety standards for customers and staff.
2. Develop, implement and update individual care plans, record all activities and advise line manager of any incidents / issues of concern to ensure that the customer receives support and care appropriate to their needs. Act as key worker for designated customers to monitor and ensure their needs are met.
3. Plan, develop and deliver activities and opportunities for customers across the range to help develop social skills, life skills and work skills, in order to promote independence and increase opportunities for ordinary living.
4. Supervise Day Centre Assistants to ensure that they have the knowledge, skills, training and support required to carry out their roles effectively.
5. Deputise in appropriate instances for the Team Leader to ensure the continuing efficient and effective delivery of the service.
6. Provide all aspects of personal care to customers in accordance with their individual care plans to ensure that customers receive the support that they require.
7. Check and administer prescribed medication to customers in accordance with relevant policies and procedures to ensure the health and wellbeing of customers.
8. Liaise with and provide support, information and guidance to customers, families / carers, social care and health professionals and all stakeholders regarding activities, services, opportunities and customers' needs to ensure that the service meets the needs of customers.
9. Ensure that travel arrangements are daily / regularly risk-assessed and in place in order that customers' transport needs are appropriately met.
10. Demonstrate awareness / understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
11. Ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons, and to comply with the policies and procedures relating to health and safety within the company.

12. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.
13. To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
14. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
15. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
To be able to plan and manage care / activity programmes.	E	A, I, D
Literate and numerate.	E	A, I, D
Encouraging and motivating.	E	A, I, D
Able to follow statutory and WNC regulations, guidelines, policies and procedures	E	A, I, D
Delegating skills.	E	A, I, D
Good communication skills. Able to deal with a variety of agencies.	E	A, I, D
Able to use own initiative.	E	A, I, D
Tolerant, adaptable and flexible.	D	A, I, D
Able to work in and develop a team.	D	A, I, D
Able to relate well to a wide range of people of differing abilities.	D	A, I, D

Knowledge:	Essential / Desirable	Measured by
Working knowledge of Safeguarding Adults and other relevant policies and procedures.	E	A, I, D
Able to demonstrate an interest in working in this area, and an ability to undertake the role	D	A, I, D

Relevant experience:	Essential / Desirable	Measured by
Experience of working with people with learning disabilities / physical disabilities and / or people with age-related conditions.	E	A, I, D
Experience of assessing customers' needs and implementing care plans.	E	A, I, D
Experience of supervising staff	E	A, I, D

Education, training and work qualifications:	Essential / Desirable	Measured by
This post will require satisfactory clearance of a criminal records bureau disclosure.	E	A, I, D
Good secondary education.	E	A, I, D
NVQ Level 2 in Care	E	A, I, D
Willingness to work towards NVQ 3	D	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Additional pre-employment checks specific to this role include:

Enhanced Disclosure and Barring Service check

Day-to-day in the role:

Hours:	37 hours per week	Primary work base:	Gladstone Centre
Job family band:	Care & Welfare 04	Worker type:	Field-based worker
Budget responsibility:	N/A	People management responsibility:	N/A

Working conditions & how we work:

This role has been identified as a field-based worker type, this means that you will work in different locations depending on you're the role's requirements. The role will involve regular face to face contact with colleagues and service users.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture.”

Should you require this document in another format or language, please contact: Careers@westnorthants.gov.uk

When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

