## Your job

**Job Title: Day Support Worker**

**Service: Day Opportunities**

**Grade: 4**

**Reporting to: Establishment Manager**

The role involves supporting people who attend the Day Service to live fulfilling and meaningful lives, promoting dignity, respect, independence, and inclusion at every opportunity. Person-centred support is provided with daily living skills, social and community-based activities, and health and wellbeing needs, recognising and valuing each individual's strengths, preferences, and aspirations.

Through positive relationships and a strengths-based approach, individuals are empowered to exercise choice and control, achieve personal goals, and develop confidence and independence. The role also contributes to building and maintaining community connections that promote belon

Working as part of a supportive team, the focus is on delivering high-quality, compassionate support in line with individual support plans, while responding flexibly to the needs of the service and the people who access it.

**Mandatory Statement**

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate

## In this job you will:

In the next 12 months, you will:

- Complete all mandatory training
- Have effective interpersonal skills with customers, carers and other professional colleagues
- Excellent ability to understand the customers' needs and wishes and be able to support them in a person-centred manner
- Excellent communication skills both oral and written and use of IT systems
- Understanding of Progress in unity and the 6 ways of working for Adult Care and Health and how to implement this within Provider Services
- The ability to work on own or as part of a team
- To be flexible to meet the needs and demands of this complex service

**On an ongoing basis you will**:

- Support individuals with daily activities to maintain health and wellbeing
- Use an asset-based approach to support customers with their aspirations and achievements, including support in all decision making related to the support they receive
- Make connections with the local and wider community offering opportunities for our customers
- Liaise with other agencies and professionals such as Social Workers, OT and Learning Disability nurses
- Provide a network of support and build positive relationships with carers
- Work with customers in a person-centred way that respects people's individuality and promotes choice and control
- Support customers with all aspects of personal care needs always promoting respect and dignity
- Monitor and record the health and wellbeing of customers using digital platform.
- Administer prescribed medication in line with policies and procedures to always ensure safe administration of medicines
- Be an active member of the team to develop new ways of working, and support innovative and creative ideas

- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

## In this job you will need:

You must be able to demonstrate the following essential requirements:

- You must be able to demonstrate the following essential requirements:
- Experience of working within a social care setting
- Effective interpersonal skills with customers, carers and other professional colleagues
- Excellent ability to understand the customers' needs and wishes and be able to support them in a person-centred manner
- Excellent communication skills both oral and written and use of IT systems
- Understanding of Progress in unity and the 6 ways of working for Adult Care and Health and how to implement this within Provider Services
- The ability to work on own or as part of a team
- To be flexible to meet the needs and demands of this complex service

## Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

| | |
|---|---|
| **Be Positive** | "Take pride in all that you do and support and develop yourself and others." |
| **Be Accountable** | "Be responsible for making things better, enabling change and supporting improvement." |
| **Be Courageous** | "Be open to doing things differently and working collaboratively with others." |
| **Be Kind** | "Be helpful, generous and thoughtful towards yourself and others." |