

Day Service Supervisor

Job description and personal specification



Job title: Day Service Supervisor
Accountable to: Day Service Manager

Purpose

To ensure the smooth day to day delivery of person-centred support to the people who use our day service to meet the needs of the service users and business.

To provide purposeful support and supervision to a team delivering service user support.

Deliver organisation values;

- Positive communications
- Showing respect in our work
- Commitment to social care and promoting the rights of people with disabilities



Your responsibilities

- ✓ Proven experience of providing high quality guidance to the support team on positive behaviour support and person centred working for individuals with a wide range of disabilities and co-occurring conditions
- ✓ Develop, advocate and support the use of positive communications with service users promoting a total communication approach to meet the individual's needs. Using a variety of different communication methods for example Makaton, facial expressions body language, objects of reference, images, and Pictures
- ✓ Seek opportunities to develop the business and support others to respond positively to change.
- ✓ Plan and lead meetings to develop the business and those you supervise. Ensuring positive and professional communication at all times and clear and accurate record keeping.
- ✓ Take personal responsibility to actively promote the rights and wishes of service users and challenge appropriately
- ✓ Provide confident communication (verbal, non-verbal and written) to all, that this is open , transparent, accurate and professional during all interactions.

- ✓ Promote team working at all times to provide a high quality day service
- ✓ Provide positive guidance and help to other team members to meet the needs of all service users
- ✓ Take responsibility for overseeing of health and social care related paperwork for individual service users allocated to you in compliance with company, local and national policies. Ensuring the safety, wellbeing and rights of the service users at all times. Referring to line manager as required.
- ✓ Ensuring all service obligations to service users are adhered to and maintained to an excellent standard
- ✓ Independently plan activities for all service user ensuring a creative and diverse approach for service users to complete
- ✓ Take responsibility to ensure activities and tasks are available, appropriate and accessible for all Day Service Support Workers to deliver
- ✓ Act as a role model at all times. Demonstrating company values and expectations and your technical ability.
- ✓ Demonstrate an excellent working knowledge of service users, legislation, and activities
- ✓ Demonstrate your ability to quickly build a professional and positive rapport with others
- ✓ Seek opportunities to work with the management team to develop the service and improve quality
- ✓ Take responsibility to seek positive and balanced solutions to 'problems' using your training, experience and company procedures to support you in the process and know when to refer to your management team for support.
- ✓ Develop and provide appropriate feedback reports to service users' support network
- ✓ Support the overarching induction process for new starters including supporting with completing practice observations on those new to care and completing the Care Certificate.
- ✓ Provide support and 'on the job' training to the team to enable them to meet the needs of the individuals we support
- ✓ Take active responsibility to ensure the health and safety in work areas and activities service user are completing
- ✓ Confidently and appropriately raise concerns about quality, safety and performance.
- ✓ Support all team members under you to achieve their job descriptions specifications
- ✓ Promote professional partnership working with external organisations and families, implementing changes to agreed ways of working as per legislation and company policies.
- ✓ Demonstrate positive, effective and motivating supervision of team members

This job description is not exhaustive and is only a reflection of the type and range of tasks, responsibilities and outcomes associated with this role.

Personal Specification

Qualifications	Essential	Desirable
Minimum of Level 3 NVQ or equivalent in health and social care	/	
Minimum of 3 years' experience of working in social care	/	

Excellent knowledge and completion certificates of health and social care role related training for example PROACT SCIP r UK, Medication Administration, Medication Administration Charts, First Aid at Work, Autism etc	/	
Full UK driving licence Group B and access to own car	/	
GCSE 5 A*-C or equivalent including English and Maths or equivalent	/	
Experience, Skills and Attributes		
Experience/ qualification on assessing others competency	/	
Proven experience of supervising in social care or similar industry	/	
Excellent understanding of positive behaviour support	/	
Minimum of 3 years' experience of working in social care	/	
Minimum of 2 years' experience in supervising a team	/	
Proven competency in supporting individuals with learning disabilities.	/	
Working through conflicts to seek positive solutions	/	
Implementing the following of policy, procedures and agreed ways of working	/	
Developing positive behaviour support plans	/	
Partnership working with a multi-disciplinary team	/	
Good working knowledge of Employment Law		/
Ensuring quality in working practice	/	
Excellent computer skills with use of Microsoft packages	/	
Knowledge of Photoshop elements or other video editing packages		/
Excellent literacy and numeracy	/	
Skills to support individuals in completing practical tasks in all work areas maintaining the company ethos	/	
Completing, auditing, analysing, critically reviewing and prioritising of role required paperwork	/	
Excellent knowledge of legislation that impacts our work	/	
Problem solving, with the ability to work through difficult situations seeking support from others	/	
Reflective practice and an understanding of the importance to reflect on own working and promote this to others	/	
Honesty in all aspects of working life	/	
Self-motivating	/	
Positive about responsibility	/	
Excellent planning and preparation skills	/	
Commitment to support others with their training and continue professional development to improve working practice	/	
Commitment to your own training and continue professional development to improve working practice	/	
Able to work flexibly and respond effectively to changes in workload and the need of the people we support	/	
Pose a genuine strengths based interest in the welfare of	/	

the Service Users and promoting the business ethos. Ensure proactive working and a person centred approach		
Approachable	/	
Professional	/	
Exercise confidentiality	/	

All staff are required to respect the confidentiality of all matters that they might learn in the course of their employment.

All staff must respect the requirements set out in the Data Protection Act 1998.

All staff must ensure that they are aware of their responsibilities under the Health and Safety at Work Act 1974

All staff must carry out all reasonable management instructions.

To complete this role effectively the post holder must ensure that their mandatory training is completed, comprehended and updated in accordance with policy guidance.

I have been given a copy of this document and I agree that this is a true reflection of the role.

Signed

Date

A copy of this document to be retained in Personnel File