

## **ROYAL BOROUGH OF GREENWICH**

### **JOB DESCRIPTION**

**Department-Health and Adult Services**

**SECTION-Day Opportunities Service**

**GRADE-5**

**POST DESIGNATION- Community Facilitator Level 1**

**Reporting to-  
Day Services**

**Management Team (Profound Disability and Mainstream Services)**

#### **Purpose of Job**

This is a key post advocating on behalf of service users who need support to access day opportunities in the community. The post holder will be the active link between the service user, carers & family members, service providers, assessment & care management and the wider community. The job will involve being a key worker, an advocate, an activity organiser and a promoter of users' independence. The role will provide direct support to service users as required.

The post holder will work with adult service users with physical disabilities, learning disabilities and mental health needs and with older people. A key focus of the job is to ensure practice reflects a non discriminatory approach and promotes dignity and respect in working with diverse groups of customers, carers and professionals.

#### **Primary Accountabilities**

1. To empower & support service users to develop the skills to become independent and to access universal services where this is appropriate.
2. To assist customers in designing and implementing their individual day activity programmes (DAP) and to assist them in achieving specific measurable outcomes based on their Support Plan.
3. To design and deliver activities for individuals and groups of customers in a variety of settings.
4. To ensure customers have choice and control over the services they receive at all times.
5. To provide customers and carers with direct support or access to advice and support as appropriate.

#### **Main Duties**

1. To actively support service users to develop the skills to access universal services.

2. To actively assist service users to identify and work towards the personal goals set out in their support planning outcomes
3. To understand the needs of carers and actively engage them in planning and delivering the service.
4. To enable service users to work towards independence, choice and control over their daily lives by encouraging and supporting their involvement in decisions about how their needs are met.
5. To enable service users to make a positive contribution and feel a valued member of society.
6. To assist the service to build community capacity through liaison & engagement with local providers.
7. To provide key worker support to a number of disabled and older people.
8. To empower service users to access a network of resources to meet their needs including independent advocacy services.
9. Where necessary to advocate directly on behalf of service users.
9. To assist in facilitating user-led activities.
10. To participate in new initiatives and service improvement projects as directed.
11. To develop and maintain good communication with service users, carers, colleagues and others involved with the service at all times.
12. To assist in planning and implementing person centred support programmes including travel training, independent living skills training and accessing community resources and will always be based upon assessed needs.
13. To ensure that all services are delivered using reablement techniques that assist service users to learn and maintain new skills.
14. To work with service users in a range of settings including Council buildings, community venues and in service users homes.
15. To travel throughout Greenwich and the wider area by private or public transport as the needs of the service dictate.
16. To undertake flexible working in response to the support plans of individuals and groups of service users.
17. To assist individuals with personal care needs as defined in the support plan, including the safe administration of medication and safe moving and handling.
18. To regularly maintain and update records, including recording daily progress, activities, observations and achievements clearly and appropriately.

19. To be responsible for handling money and recording income and expenditure relating to service users and the daily operation of hub activity.
20. To participate in person centred support planning sessions and community care reviews when requested.
21. To work to the day opportunities standards and procedures.
22. To develop and maintain links with other professionals e.g. Care Managers, Support and Brokerage workers planners, GP's, District Nurses, Community Psychiatric Nurses.
23. To have a working knowledge of the Directorate's Safeguarding procedure and be able to raise safeguarding alerts appropriately and in a timely way.
24. To meet outcome based performance targets and recording of activity data as determined by the line manager.
25. To be responsible for administrative duties including the updating of Framework-i as directed by the line manager.
26. To attend staff meetings and training events and participate in the sharing of information with all members of the team.
27. To attend regular supervision sessions and participate in the Council's performance, review and development (PRAD) process annually.
28. To regularly update personal knowledge and information and participate in training and development programmes as directed by the line manager.
29. To have a clear understanding of professional boundaries and demonstrate this understanding through safe working practices.
30. To provide cover across the Directorate when required.
31. Through personal example to promote awareness of, and a commitment to, the Council's Equal Opportunities Policy and the social model of disability in relation to both employment and service delivery.
32. To ensure practice reflects a non discriminatory approach and promotes dignity and respect in working with diverse groups of service users, carers and professionals.
33. To ensure full compliance with Health and Safety requirements and all locally agreed safe methods of work including risk assessment, moving and handling and opening and closing venues securely.
34. To undertake driving and escorting duties in Council or other vehicles as required.
35. At the discretion of managers, to carry out any other duties which are compatible with the grading of the post.

### Special Requirements

Although most work will be undertaken between Monday and Friday each week, some evening and weekend support will be required depending on the needs of the service.