

## Role Profile – The What, The Where, The How

<b>POSITION</b>	Day Centre Support Assistant		
<b>TEAM</b>	Extra Care	<b>LOCATION</b>	Miners Court
<b>VERSION</b>	4	<b>LAST UPDATED</b>	September 2023

### THE PURPOSE OF THIS ROLE IS TO

To work in the Social Hub within Miners Court. The main purpose of the role is to deliver a range of interactive and stimulating activities alongside professional, assisted care and support services that will empower them to choose, maintain and enjoy an independent and secure lifestyle; reducing social isolation.

## Specific Accountabilities – The Brass Tacks

In the role, day to day, you'll be responsible for:

1. Ensure the needs and preferences of customers are met at all times, along with promoting independence.
2. Organise and participate in activities which are stimulating and engaging, which aim to promote social inclusion and minimise the risk of isolation.
3. Ensure that customers' emotional and personal care needs are met during their time in the Social Hub, assisting as and when required, whilst maintaining their dignity and modesty at all times.
4. Carry out health and safety checks and risk assessments when required and as appropriate to ensure the personal safety of customers at all times.
5. Ensure customer confidentiality is maintained at all times.
6. To be responsible for the safekeeping of service users personal belongings and management of the storage facilities.
7. Adhere to the Company's policies and procedures including the staff handbook.
8. At all times continuously follow procedures of good practice and standards in infection control.
9. Ensure that vulnerable adults are effectively protected from abuse or neglect, safeguard the dignity, quality of life and safety of customers/clients. To act in accordance with Coastlines policies and procedures and respond swiftly and effectively, regardless of whether the alleged perpetrators are members of staff, other customer, family members or other carers.
10. Participate in team meetings, offering suggestions to how the service could be improved, attend and obtain all mandatory training and qualifications required for the role.
11. To represent Coastline Housing Ltd positively at all times. Representing oneself as a professional and competent member of the team, always maintaining a confidential, calm, friendly and

courteous approach, wearing Coastline Housing Ltd.'s uniform, carrying ID and using personal protective equipment.

12. Any other duties related to the post at the direction of the line manager.

### Person Specification – The Who

#### PERSONAL SKILLS AND QUALITIES

At Coastline we are more concerned with how you work and what you bring to the role over formal qualifications or criteria. Specifically, what we're looking for is someone who:

- Demonstrates behaviours in accordance with Coastline's values:
  - Put our customers first
  - Be open, honest and accountable
  - Value each other
  - Strive to be the best
- Previous experience gained within a care environment
- Experience of working with people with mental health problems
- Ability to work positively and non-judgementally with people from a variety of backgrounds
- Good standard of education and willing to undergo training
- Understand and demonstrate a commitment to equal opportunities and diversity
- A satisfactory enhanced DBS check;
- Some experience in the following would be an advantage:
  - Level 2 Health and Social Care
  - First Aid certificate
  - Be confident in negotiation with Clients, Providers and Other Agencies as appropriate

### General Obligations - For All Of Us

1. Represent the company positively with all external agencies.
2. Service and support the company as requested.
3. Establish, develop and maintain effective working relationships with all work colleagues.
4. Ensure compliance with the company's health and safety policies and procedures.
5. Continually promote equal opportunities and customer care in full compliance with the company's policy and standards.

### REPORTING

Extra Care Registered Manager

## CONTACTS

### Internal

- Extra Care Manager
- Business Manager
- Team Leaders
- Extra Care & Support Assistants
- Coastline Housing Ltd
- Coastline Services Ltd

### External

- Customers
- Various Agencies



INVESTORS  
IN PEOPLE

Silver