

JOB DESCRIPTION

| | |
|------------------------|--|
| Job title: | Bank staff /Activity Co-ordinator |
| Service: | Mill Race Community Support Service: Adults with Learning Disabilities |
| Salary: | £9.50 per hour |
| Hours: | Sessional hours (service open Mon, Tues, Thurs and Fri) |
| Location: | Marden House Centre, Calne, Wiltshire. SN11 0JJ |
| Responsible to: | Project Manager |

Key tasks and responsibilities:

1. To pro-actively research, organise and implement a range of activities, within and outside of the Centre, which promote customers' independence and choice.
2. To support customers to access activities and trips within the local community and beyond. To encourage their involvement in making decisions regarding ideas, for implementation within the service.
3. To encourage customer mutual respect and peer confidentiality.
4. To participate in staff meetings, supervision, yearly appraisal system and identified training required for the role, including eLearning.
5. To liaise with other agencies, when required, in the absence of the Project Manager, as agreed.
6. To ensure that customers follow Family Action procedures and practices.
7. To be alert and aware of issues or incidents concerning customers and report these to the Project Manager. To record all concerns and insert in the relevant customer Safeguarding File.
8. To be flexible, concerning working hours, and prepared to respond to unpredicted situations and carry out any other reasonable duties as required.
9. To assist customers to maintain a level of health and hygiene.
10. To collect and record customer invoice payments, trip and refreshment costs on a spreadsheet.
11. In conjunction with the Project Manager, to ensure there are adequate catering supplies and that staff and customers follow Health and Safety and Food Hygiene procedures.

12. Under the direction of the Project Manager, promote and be vigilant regarding Health and Safety, within the service and on day trips, reporting any issues to the Project Manager and updating risk assessments, as required.
13. Liaise with other agencies/home support to ensure effective customer support.
14. To update customers' personal safeguarding files to an adequate standard. To identify customers' personal development goals with them and establish an action plan together. To evidence all work done to achieve the goals.
15. To ensure you have an understanding appropriate to your role and comply with Family Action's procedures for promoting and safeguarding the welfare of vulnerable adults.
16. To comply with Family Action's EDI in every aspect of your work and positively promote the principles of these policies amongst colleagues, service users and other members of the community.
17. To comply with Family Action's Health and Safety Policy, Data Protection Policy and to protect your own and others' health, safety and welfare.
18. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services

Person Specification

1. Educated to QCS level 3 in Health and Social Care, or a suitable qualification in education/health or support care or equivalent life skills/experience.
2. Experience of working with adults or children with a learning disability and/or autism, (either paid or voluntary)
3. Good interpersonal skills.
4. Able to research, prepare and run:
 - 'in house' activities to include craft, cookery, gardening, games and life skills sessions
 - activities within the community
5. A good level of IT skills-with the ability to use all programmes in Microsoft Office Suite and ability to instruct/support customers when using computers.
6. Able to adapt to the needs of individual customers, value diversity and have a non-judgemental approach
7. Able to respond to situations as they arise.
8. The ability to work as an integral part of a small staff team but also to work unsupervised, when required.
9. Have a good understanding of the importance of confidentiality and the need to maintain professional boundaries.
10. A willingness to undertake training to promote self-development.
11. Able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
 - a) Being **people** focused
 - b) Reflecting a '**can do**' approach
 - c) Striving for **excellence** in everything we do
 - d) Having **mutual respect** for everyone we work with, work for and support through our services