

Day Service Facilitator

Job Description and Person Specification

The role of the Day Service Facilitator is to support and assist Deaf clients to live valued lives of optimal independence and participation in activities within the Day Service and/or in the community. With a person-centred approach, the Day Service Facilitators will assist each client to meet the needs identified in their Person-Centred Plan, and support outcomes that are meaningful to the person in conjunction with their overall needs, integrating more fully into the community and achieving their potential.

At Chime, we are a values driven organisation, supporting our clients to achieve the best possible outcomes. We promote staff development, enable staff to fulfil their potential while providing top-class service delivery. Chime is a diverse and inclusive work environment where thinking outside the box to achieve our goals is positively encouraged and promoting collaborative working relationships is key in terms of supporting and meeting the needs of our clients.

Key Responsibilities

- To be always professional, in keeping with the overall culture, philosophy and policies of Chime.
- To maintain a positive, constructive, and professional relationship with clients.
- To support Deaf and Hard of Hearing adults in our Day Service, by providing the opportunities to develop and grow through a range of different aspects of their life.
- Assist in the development of individual personal plans for each person to ensure the delivery of effective, high quality services.
- Encourage independence through choosing and pursuing own interests.
- Showcase the potential and creativity of Deaf and Hard of Hearing adults, including adults with additional needs.
- Facilitate activities to foster confidence and encourage creativity.
- To assist in the teaching of life skills.
- To actively seek new interests and opportunities for people to develop meaningful roles in their communities.
- To actively participate in appropriate, educational, recreational, and occupational programmes.
- Assist clients with money management.
- Assist clients to improve their quality of life by developing, encouraging, and supporting them, when required, in personal care.

- Be proactive and foster a relationship with community resources thus enhancing the person's abilities and capacities. e.g., local college, social clubs, etc.
- Encourage and support clients in using a wide range of community facilities as part of their day-to-day life.
- Follow, evaluate, and monitor Person Centered Plans (PCP's) that are developed in collaboration with the client, their family and Chime service team in line with risk assessments.
- Record Day Service daily activities and write reports for reviews.
- Encourage clients spiritual/cultural/age identity.
- Undertake the role of Keyworker to specified clients when assigned.
- Support clients in gaining appropriate day occupation and leisure opportunities.
- Inform relevant parties of any untoward accident/incident.
- Manage and record confidential client information and other general administration duties including petty cash logs and accident and incident reports in line with Chime policies.
- Manage communication (ISL, verbal and written) with clients and their family.
- To always advocate on behalf of the client.
- To drive safely and lawfully and maintain Chime Day Service vehicles.
- Maintain the cleanliness of the Day Service environment by performing general household duties such as shopping, cleaning, and washing to an agreed acceptable standard.
- Work as a member of a team and attend team meeting and reviews as required. Attend regular supervision and performance management sessions with the Day Service Manager.
- Maintain safe, secure, and healthy work environment by establishing, following, and enforcing Chime standards, policies, and procedures.
- Other duties as may be requested by the Day Services Manager or Director of Specialist Services.
- Attend training sessions.

Qualifications and Experience

Qualifications

- A relevant Health or Social Care qualification to a Fetac Level 5.

Experience

- Previous social care, community work or Day Services experience.
- Previous experience of working in an area of disability/illness would be an advantage.

Essential

- Excellent inter-personal and communication skills.
- Excellent ISL skills desirable.
- IT skills that include Word and Microsoft Outlook.
- Ability to work on own initiative and as part of a team.

- Enthusiastic, flexible, adaptable, diplomatic, and open to change.
- Be able to plan, organise, and prioritise own work.
- Be self-motivated.
- With attention to detail be able to process and distribute information and follow client's person-centred plans.
- An ability to manage conflict.
- Excellent time management and organisational skills.

Competencies

- **Communication**
 - Strong communicator with excellent interpersonal skills.
- **Person Centred & Advocacy**
 - Support & empower individuals to identify and pursue their needs.
- **Commitment to achieving the highest level of Professional Service**
 - Demonstrates a commitment to highest standards of quality service and outcomes.
- **Using own initiative & Judgement**
 - Identifies service gaps and ways of improving processes and services.
- **Impact & Outcomes Focused**
 - Focus resources to achieve your outcomes and assist others to set and achieve their outcomes.
- **Planning, Organising and Prioritising**
 - Works to optimise outputs

Other Requirements

- Travel as required.
- Full driving license desirable.
- Available to work flexible hours on a 5-day rota that may include weekend work at times.
- The hours of work will be 39 hours per week for a full-time staff member and will alternate between a fixed or varied roster from time to time to serve best the interest of the client.
- Day service is open Monday-Thursday, 8.30 am – 4.30 pm and Friday, 8.30 am – 3.30pm. Weekend and evening work may be required from time to time in line with the needs of the service.
- Knowledge of New Directions.

This Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time.

Chime is an Equal Opportunities Employer