

Job Description



Job Title: Support Officer	Service Area: Adult Day Services	
Directorate: Adults & Health	Post Number: Fusion	Evaluation Number: 7481
Grade: Scale 6	Date last updated: NOV 2021 TBR	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To support and enable residents to participate in activities which support them achieve their desired outcomes, personal goals and aspirations, as agreed in their care and support plans.

To directly provide support to people requiring physical and/or emotional care or support in a way that respects the dignity of the individual.

To be the keyworker for a number of residents within the service, ensuring that you communicate effectively with those using the service, their carers and other professionals.

With guidance from the management team to undertake risk assessment, day service reviews, daily logs advocate for residents and promote independence and to monitor and review care and support plans.

Job Context

1. The post holder will report to a named Senior Support Worker or Team Manger.
2. The post holder will have no line management responsibility, however the postholder will provide day to day support and guidance to Support Assistants
3. The post holder may be required to work evenings, weekends and public holidays, to meet service requirements.

Job Summary

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To directly assist residents, as appropriate, in all aspects of their personal and physical care, in accordance with individual support plans; this may include support with movement, eating and drinking, bathing, toileting and care of residents taken ill during the day.
2. To respect customer's dignity and individuality at all times and ensure their preferences are respected.
3. To assist in group or individual work, as appropriate, to meets the assessed needs of residents.

To assist in the organisation of identified activities, taking part in such activities and assisting residents to participate, as appropriate.

4. To write and report on customer's involvement in the activities that they take part in and to contribute to formal review processes, as necessary. To complete such written documentation **as required by LBN policies and procedures.**
5. To positively participate in staff meetings and groups, training and development, as necessary, respecting the respective roles of colleagues.
6. To support residents to travel from/to their homes and the locations of activities on appropriate transport, making sure that residents are safe and comfortable.
7. To escort residents to/ from their home address or other agreed point of contact, on passenger transport, ensuring best practice and safety maintained.
8. To assist in the development of opportunities for people to use local community resources alongside others using the same resources.
9. To be sensitive to and actively seek, ways of providing culturally, racially, gender and age appropriate services, ensuring services are provided in an anti-racist, anti-sexist, non-judgmental structure which promotes positive images and experiences.
10. To ensure that residents are listened to, using appropriate forms of communication.
11. To undertake work during weekdays, evenings and weekends
12. To have responsibility for managing activities in the absence of a more senior colleagues.
13. To ensure activities, incidences and other matters requiring documentation are appropriately recorded in accordance with LBN policies and procedures.
14. Such other duties, within the competence of the post holder, which may be reasonably required.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <p>Knowledge and understanding of the needs of older people and/or people with learning disabilities/other forms of disability or mental health needs.</p> <p>Awareness of the different cultures, values and attitudes of people from a range of backgrounds and an ability to help them without prejudice.</p> <p>Commitment to Equality of Opportunity in the workplace and in the provision of services.</p>	<p>Application and Interview</p>

<p>Knowledge of how to report safeguarding matters and other reportable occurrences.</p>	
<p>EDUCATION/QUALIFICATIONS</p> <p>Qualification required Level 2/3 in Care or willingness to undertake.</p>	<p>Application and Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>Basic numeracy and literacy skills. Ability to carry out and explain basic skills and tasks Ability to listen to and communicate with people. Ability to maintain accurate records and be able to report on the wellbeing of residents. Ability to respond to the needs of residents and to act promptly and responsibly without constant supervision. Ability to adapt to change and respond to the changing needs/demands of residents and the service. Ability to provide direct personal care to residents. Ability to undertake work when required, including weekdays, evenings, weekends and public holidays.</p> <p>Ability to support people whilst enabling them to do as much as possible for themselves. Ability to carry out physical duties, such as assisting and moving people and pushing wheelchairs</p> <p>EXPERIENCE:</p> <p>Previous experience supporting Older People, People with LD, People with mental Ill Health, or people with physical disabilities would be an advantage</p>	<p>Application and Interview</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Positive approach to opportunity and change. Customer focussed attitude.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>

Ability to respect confidentiality and professional boundaries whilst recognising the need to protect vulnerable people.	
OTHER SPECIAL REQUIREMENTS: This role is subject to an enhanced DBS check	