

**JOB PROFILE**

**JOB TITLE:** Services Support Worker

**REPORTS TO:** Services Activities Lead

**RESPONSIBLE FOR:** Delivering a range of services to our service users

Working within a small established charity who provide quality support services to older, vulnerable and isolated people. To work closely with the Services Activities Lead and Senior Leadership Team to promote, develop and deliver the programme of services within CACE. To support and work alongside volunteers and ensure that all services are delivered in line with CACE policies and procedures.

**JOB OVERVIEW:**

* To assist with the organisation and delivery of CACE’s Day Support services and group activities.
* To keep accurate and up to date records of work.
* To contribute to the development and maintenance of Support Plans.
* To collate information relating to services as required.
* Any other duties that may be required.

**Key Accountabilities and Activities**

**Service Excellence**

* Plan, develop and deliver a varied range of well run and stimulating services that make a proven positive impact on the lives of individual service users, who are older adults.
* To help co-ordinate service related activities to ensure that the service for older adults is consistently of high quality.
* To ensure that our service users are at the forefront of all activities, creating and maintaining service excellence and compliance with individual support plans.
* To work as part of a team to ensure that all service users receive high quality services that are delivered on time and in accordance with their identified individual outcomes.
* To support our service users to safely get on/off our buses, as appropriate and with full training provided.
* To ensure confidential, good professional boundaries and strong communication skills with all internal and external parties.
* All activities to be delivered to a high-quality standard.
* Promote the aims and objectives of CACE.
* Undertake all relevant training.
* To participate in external networks that enhance practice delivery.
* Demonstrate a commitment to reflective practice within Supervision and continuous personal development.
* Undertake such duties as may be required by CACE’s Senior Management Team that are consistent with the overall aims of the post.

**Delivery of Services**

* Provide effective delivery of the Day Support Services and Group activities.
* Ensure robust record keeping and data collection.
* Engage with, develop and manage relationships with service users, volunteers and staff.
* To follow risk management procedures relevant to activities.
* Able to work alone and as part of a team.
* To input timely and accurate data onto our bespoke customer relationship management system.
* To ensure compliance with CACE policies and procedures.

**Information Management**

* Ensure that record keeping is up to date and compliant with GDPR processes and stored securely on our database.
* Collect accurate information to inform evaluation of services.

**Relationship Management**

* Maintain effective relationships with key stakeholders (internal and external) to ensure a high level of service is maintained and contribute to the overall promotion of CACE and its services.
* To contribute to the development of new partnerships.
* To contribute to the continued growth, development and diversification within the Business Plan of CACE.
* To attend regular meetings with Line Manager, Staff members and volunteers.
* To maintain an open line of communication between all teams, ensuring relevant information is circulated where necessary.
* To maintain the principle of confidentiality and equal opportunity in all aspects of the role.

**Please note that this role is part funded by the National Lottery Community Fund**