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**JOB DESCRIPTION**

**Job Title: Learning Disability Service Support Facilitator**

**Reporting to: Community Opportunities Manager Hertfordshire**

**Location: Hybrid - Ware and surrounds, East Hertfordshire, Welwyn Garden City and Hatfield.**

**STATEMENT OF PURPOSE:**

Guideposts exist to provide services to meet individual needs so that each person has the opportunity to fulfil their aspirations and maximise their potential. We seek to achieve excellence in our work and lead the way in researching, delivering and disseminating good practice.

**PURPOSE OF ROLE**

Provide direct support to small groups and individual adults with learning difficulties by enabling them to access a range of community leisure facilities and activities.

The role will involve lone working with service users and the co-ordination and administration support to the services.

**KEY RESPONSIBILITIES**

* Participate in the delivery and development of small group, community-based activities and one to one support which meet the needs of individual service users and contract deliverables.
* Administration support for the Ware Day opportunities service and Friendship 4 All service.

**KEY ACCOUNTABILITIES**

* Deliver all aspects of individuals support plans including personal care and manual handling where appropriate
* Assessment of service users’ needs and accumulate and record knowledge of personal circumstances and support provided
* Support and compile reports as appropriate including reporting the impact of services for individuals and the meeting of outcomes and goals
* Use your community knowledge or research appropriate resources or activities to effectively meet individual’s needs, goals or aspirations
* Contribute to and develop support plans and compile records of identified needs and interests
* Record activities and relevant expenditure accurately
* Produce and maintain high quality documentation including incident and accident forms
* Promote independence and review that the outcomes are achieved
* Flag concerns to the relevant people/authorities
* Communicate effectively with the individual and their family/carers as required
* Liaise with other professionals (e.g. residential, health service, social workers)
* Communicate effectively with colleagues and the Guideposts team
* Follow Guideposts procedures for health & safety, lone working, and safeguarding of people, personal data and finances
* Support the administrative function of the services such as annual service surveys and administration functions as required
* Attend training opportunities as appropriate

**KEY COMPETENCIES**

* Able to take a person centred approach to all aspects of work
* Ability to lone work and use own initiative
* Able to handle difficult situations and challenging behaviour
* Decisive and takes responsibility
* Meticulous on paperwork
* Respects boundaries
* Reliable
* Good people skills
* Good listener
* Presents professionally
* Good team member
* Willingness to learn
* Able and willing to work flexibly across the week
* Continuing Professional Development (reflect and develop practice)

**QUALIFICATIONS/SKILLS**

|  |  |  |
| --- | --- | --- |
|  | Essential | Desirable |
| **DBS** |  |  |
| **Full driving licence and own transport** |  |  |
| **Good physical health** |  |  |
| **QCF/NVQ level 2 or**  **2 years’ experience working with adults with learning disability** |  |  |
| **QCF/NVQ level 3** |  |  |
| **IT literate** |  |  |
| **Experience of lone working** |  |  |

**OTHER DETAILS**

Hours of work: 22.5 hours per week Monday to Friday. Hours are variable per day, dependent on group activities, location and service needs, administrative requirements and planning, which can be completed from home. You will have access to our offices based at 3-5 Cross Street, Ware, SG12 7AH for printing, scanning and meeting requirements.

Travel and transport: You will need to be able to use your own vehicle to pick up and transport service users.

All staff have a responsibility to look after the Health and Safety not only of those people who use our services but for themselves and their colleagues and should follow Guideposts Health and Safety Policy and Procedures.

All staff are ambassadors for Guideposts and as such may be required from time to time to assist managers and fundraising in the promotion of Guidepost and its work.

Guideposts is an Equal Opportunities employer.

This job description is not exhaustive but is provided to assist the post holder to know and understand the main duties of their role. It may be amended from time to time in discussion with the post holder.