

VACANCY
Day Centre Support Assistant

Salary: £13,624

Hours: 10am to 2pm, Monday to Friday

Reports to the Day Centre Manager



About the role

We are looking for a support assistant at our Day Centre, to work with our client group, providing daily interaction, support, encouragement and guidance. You will need to maintain a safe and secure environment for clients and staff alike.

Duties and responsibilities

- To maintain the basic day-to-day routines and programme of activities within the centre, ensuring that all Day Centre rules and safety procedures are adhered to.
- To assess the risk involved in accepting each Client and act accordingly.
- During the Day Centre's opening hours, engage in daily interaction with Clients, building appropriate relationships to provide much needed information, support, encouragement and guidance.
- To maintain a state of awareness, enabling difficult and potentially confrontational situations to be averted, or quickly resolved.
- To record Client entry into the Day Centre.
- To provide assistance with the wellbeing and welfare of Clients, assisting, as appropriate, with the multitude of problems that they face.
- To ensure the security of the building, alerting the emergency services if required.
- To undertake any other relevant duties as required, including cooking and cleaning.
- To correctly follow relevant referral procedures for Hostel referrals, both internally and externally.
- Develop and maintain effective working relationships, collaborating with all staff and volunteers, and work to achieve the DENS aims and organisational strategy.
- Keep yourself up to date with the Housing Policy.
- Make sure you have a good working knowledge of the benefits scheme.

You will be working effectively and flexibly as part of a busy team. This list of tasks and responsibilities is not exhaustive, and the Post Holder may be required to undertake other duties as required by the Manager.

Personal specification:

| Requirements | Essential | Desirable |
|--------------------------|---|-------------------------------------|
| Education and training | English, basic maths | Qualifications in social care field |
| Knowledge and experience | Experience working with vulnerable adults | Having worked with complex needs |

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|----------------------|--|---|
| Skills and abilities | Listening skills Non-judgemental | Understanding of people with multiple issues |
| Personal qualities | People focused, diplomatic and adaptable | Caring Considerate Ability to build and maintain relationships Can do attitude |

How to apply

Please read the full **Job Description & Personal Specification**

If you match our criteria:

- Please send your CV, and include your Supporting Statement, to **HR@dens.org.uk**
- Closing date for receipt of applications is **Wednesday 10th April 2024**
- We may interview and offer the role to a suitable candidate before the deadline

For an informal chat, please call Paul Stead on 01442 275900
Please advise us should you require adjustments to be made for you at interview.

To find out more about DENS, visit www.dens.org.uk