Gloucester Family Care LTD
Office 2, Floor2,
Messenger House
35 St Michael's Square
Gloucester
GL1 1HX
www.gloucesterfamilycare.co.uk

Day service support worker Job Description
LUMEN Community Hub

Lumen is a modern, inclusive adult day service and community hub supporting adults with a range of needs. Our aim is to provide a warm, safe and aspirational environment in which people are respected as adults, build confidence, develop independence, strengthen life skills and take an active part in their communities. The service is not diagnosis-specific and is shaped around each person's strengths, communication, choices, outcomes and support needs.

The Day Service Support Worker provides safe, respectful and person-centred support to adults attending Lumen. The postholder helps each person pursue outcomes that matter to them, develop skills, build confidence, increase independence and participate meaningfully in community life.

Working as part of the Lumen team, the postholder will follow individual support plans, communication guidance, risk assessments and organisational procedures. They will promote dignity, choice, inclusion and positive risk-taking, maintain clear records, share concerns promptly and contribute to a welcoming, reliable and aspirational service.

Essential

- A person-centred, strengths-based approach that respects each adult's dignity, identity, communication, culture, choices and rights.
- Ability to build positive professional relationships while maintaining appropriate boundaries.
- Good verbal and written communication skills, including accurate daily records and prompt reporting of concerns.
- Awareness of safeguarding adults, confidentiality, consent, the Mental Capacity Act and least restrictive practice.
- Ability to follow support plans, risk assessments, medication guidance, health and safety procedures and management instructions.
- Reliability, patience, initiative and the ability to work calmly in a self directed way and as part of a team.
- Willingness to complete required induction, training, supervision and continuing professional development.
- Ability to support community activities and work flexibly across the service's operating hours.

Desirable criteria

- A relevant care qualification, such as the Care Certificate or Level 2 or 3 Diploma in Adult Care.
- Experience supporting adults with learning disabilities, autism, additional communication needs or behaviours that may require support.
- Experience of community-based support, independent living skills, travel training, employment, volunteering or meaningful day opportunities.
- Training or experience in first aid, medication, positive behaviour support, communication approaches or moving and handling.

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Main duties

Provide respectful, person-centred support by understanding each person's strengths, communication, preferences and goals; following their support plans and risk assessments; promoting informed choice, independence, confidence, relationships and wellbeing; and adapting support so they can understand, participate and influence decisions.

Plan and deliver safe, accessible and purposeful activities linked to individual goals and interests, supporting people to participate in community, education, volunteering, employment, leisure and social opportunities while using graded support to build and retain skills.

Promote safeguarding, health and safety by reporting concerns, incidents, changes in wellbeing and unsafe practice promptly; following the Mental Capacity Act and procedures for medication, infection prevention, first aid, food safety, lone working, transport and emergencies; and completing required safety checks and acting on hazards.

Communicate professionally with people using the service, colleagues, families, advocates and professionals; complete accurate and timely records; participate in handovers, meetings, supervision, training and reflective practice; and share relevant information promptly while maintaining confidentiality and consistent support.

Maintain high-quality professional practice by following Lumen policies, values and management instructions; seeking guidance and raising concerns when needed; learning from feedback, complaints, incidents and audits; maintaining appropriate boundaries, reliability and conduct; and contributing clear observations to reviews of support, activities and outcomes.

Maintain confidentiality and comply with data protection requirements; promote equality, diversity, inclusion and human rights; complete required training and apply learning in practice; work flexibly to meet service needs, including contracted weekends; and undertake other appropriate duties consistent with the role.

GFC is committed to safeguarding and promoting the welfare, rights and wellbeing of adults who use its services. Appointment is subject to an enhanced Disclosure and Barring Service check, satisfactory references, employment history and background checks, verification of qualifications and identity, and confirmation of the right to work in the UK.