

Job Profile

Day Services Support Worker

Grade 4 JE ID: 0177

Date updated: February 2026

About the Job:

As a Day Services Support Worker, you will work as part of a team to facilitate meaningful opportunities for adults with social care needs, including physical disabilities, learning disabilities and dementia. You will support and facilitate daytime activities, both on site and in the community. Your role will include supporting individuals with all aspects of their day-to-day living needs, including social and physical activities, personal care, mobility, and mealtimes.

This is what we need you to do...

- Independently facilitate and support meaningful activities with individuals attending our day services.
- Follow and contribute to the creation and review of care plans and risk assessments in conjunction with the individual, their families, carers, and wider support networks, including other professionals.
- Administer, prompt, or assist individuals with their medication requirements, ensuring the safe storing, handling, and use of medication.
- Follow all health and safety guidelines to ensure the wellbeing of individuals and colleagues within the service.
- Provide mobility assistance and personal care when required based on the needs of the individual, following all care plans and risk assessments.
- Develop and maintain effective relationships with individuals you support, including their families, carers, and colleagues.
- Maintain accurate written and electronic record keeping in accordance with the Council's published guidelines to ensure confidentiality at all times.
- Work with individuals to follow and maintain care plans to promote their independence.
- To implement and work according to all local service policies and procedures.
- Actively participate in regular, effective supervision with a supervisor/manager and appraisal to discuss effective practice, reflection, continuing professional development and career opportunities.
- Take responsibility and accountability for the support provided to individuals attending the service, ensuring any safeguarding concerns are reported promptly to your line manager.
- Contribute to the development of the service by communicating new ideas, through attendance at team and 1-1 meetings with your line manager.
- Supporting in the transportation of individuals to and from day services and activities around the county.
- Undertake other duties as requested by your line manager in accordance with your current job role and grade.

The ideal candidate will have...

Experience

- supporting or working with people with physical or learning disabilities, or cognitive impairments.
- flexible working as part of a supportive team.
- using initiative to problem-solve.
- communicating with a range of people in a clear, and open manner using appropriate language.
- experience of and willingness to provide personal care and physical support, including assisting with mobility, repositioning, and using equipment such as hoists and wheelchairs

Knowledge, Skills and Understanding

- An understanding of the health and social care sector.
- The ability to understand and follow policies and procedures.
- Good Information Technology skills.
- Good listening and communication skills, both written and verbal.
- An understanding of legislation and principles of care and support, including the General Data Protection Act, Safeguarding, and the Equalities Act.

Behavioural attributes

- Aligns with [Gloucestershire Employee Values](#) and behaviours.
- Holds a commitment to the quality of care and support provided to individuals.
- Listens and communicates with sensitivity and understanding.
- Show honesty, dignity, and respect to people that you will be working with.
- Enthusiastic with a commitment to your professional learning and development.
- Positive attitude, with an adaptable approach to challenges within the workplace.

Education & Qualifications

Essential

- Educated to GCSE Level English and Mathematics 9 – 4 (or equivalent)
- Level 2 qualification in Health and Social Care (or equivalent standard)

Special Conditions

- This post is subject to an Enhanced Disclosure and Barring Service (DBS) with Barred List check.
- The expectation of this post is that you will be flexible to the needs of the service and support work in other establishments within the boundaries of the Council when required.
- The post holder must hold a clear and valid driving licence (exceptions under the Equality Act may apply) or have the ability to travel around the County.
- This position involves regular physical activity, including the daily lifting, moving, and handling of individuals, which is a core requirement of the role

Monitoring and ongoing development of outcomes As part of the annual appraisal, outcome-based targets will be developed in conjunction with the post holder and will supplement this job profile. The job profile will be subject to regular review and the council reserves its right to amend or add to the accountabilities listed above.

We encourage and welcome applications from people from ALL backgrounds and protected characteristics; applicants will be considered for employment without regard to their race, colour, religion or belief, age, nationality, ethnicity, gender (including pregnancy, childbirth, or other related medical conditions, paternity, or adoption), gender identity, gender expression, sexual orientation, marital status, disability, or caring responsibilities.

As a Disability Confident employer, we will guarantee an interview for disabled applicants who meet the essential criteria for the job. Where the evidence shows that 'protected characteristics' are underrepresented in a profession or service, the Council may take 'positive action' to encourage applications for jobs to address this.