

**Job Description**

**Support/Personal Assistant**

Location 34 Claro Road, Harrogate

Salary

Hours per Week Full time 37.5hrs per week – part time by arrangement

Annual Leave 28 days plus statutory bank holidays (pro rata for part time staff)

Reports to Care & Support Operations Manager

DBS Check Enhanced with list checks

**Key Areas of Responsibility**

* Personal care and support to customers within our residential facility and the community
* Supporting customers with independent living and daily activities

**Line Manages**

* No staff management

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| **Service Specific Roles** | | |
| **Role** | **Outcomes** | **Measures** |
| To undertake a wide range of support tasks and activities for each customers, as described in their support plan, and directed by the customer, including personal care, domestic support and assistance with social needs | Customers achieve their desired outcomes  Customers have personal care and support needs fully met  Customers are able to live life the way that they wish and are in full control of all decisions regarding their personal care and support | Customer feedback,  formal and informal.  Supervision records  Daily record sheets  Customer reviews |
| Work flexibly and creatively with customers on a day to day basis to recognise their achievements and identify problems, including ways of resolving them | Customers are able to achieve their aspirations  Issues and problems are resolved to the satisfaction of customers | Customer feedback  Daily record sheets  Outcomes Star  Customer reviews  Records of complaints |
| To assist and participate in the care planning and risk management processes, enabling the people we support to live their lives to their full potential by promoting choice, independence, dignity, privacy, diversity, culture and values. This will be with guidance or as directed by senior staff. | Care and support plans fully reflect the personal care and support needs of customer  Staff are able to deliver a service in line with customers wishes and needs  Risks are identified and mitigated as far as possible, whilst recognising that customers have the right to take risks | Care and support plans  Daily record sheets  Customer feedback  Risk assessments  Accident & incident  recording  Supervision notes |
| Contribute to regular review meetings of customers care and support, taking into account changing needs and choices. | Customers care and support plans are current and reflect changes that may occur | Review meeting notes |
| Ensure that all information relating to customers is kept up to date and communicated to others.  Ensure that any concerns or changes to customers support needs or risk management are communicated to senior staff without delay. | Customers receive the best possible service from well informed staff.  Health and other concerns are dealt with quickly to ensure the safe health and wellbeing of customers | Daily record sheets  Care and support plans |
| Assist customers to organise appointments which are important for the person being supported, including those necessary for maintaining their health and well-being. | Customers are able to access medical and social services as required and as they wish | Customer feedback  Daily record sheets |
| Correspond, liaise and establish professional relationships with families, local agencies and services to the benefit of the individual | Customers have access to appropriate resources | Customer feedback |
| Attends staff meetings, supervision and training as required | Post holder has the training, support and communication required to effectively perform their role | Training records  Supervision records  Staff meeting minutes |
| Promotes a positive image of disability, and the organisation | Gains increased support for our work |  |
| Maintains personal responsibility for following our policy and procedures as well as health and safety regulations | A safe and healthy working environment | Supervision records |

Your attention is drawn to the fact that in some cases particular duties and responsibilities are difficult to define in detail and may vary from time to time without changing the general character of the duties and level of responsibilities entailed. In addition it is a requirement of all employees that they accept elements of flexibility in duties and responsibilities and when necessary interchange within the organisation which will meet the changing needs and demands of the service. Such a requirement will enable the particular expertise of the postholder to be developed and maximised to the mutual benefit of both employer and employee.



We expect all of our employees to:

* Agree with our vision for a society that embraces the same opportunities and life choices for disabled and non-disabled people alike.
* Be positive about working for Disability Action Yorkshire
* Work well with others

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| **Person Specification – Support/Personal Assistant** | |
| **Skills/competence requirements** | **Essential/desirable** |
| Ability to maintain clear, written records that can easily be understood by internal colleagues and external agencies | Essential |
| Ability to communicate effectively with the people we support, their carers/families and other professionals in a clear and concise manner | Desirable |
| Ability to bring a creative, imaginative and practical approach to meet the needs of the people we support. | Essential |
| Ability to use own initiative and work in unsupervised settings as well as part of a team | Essential |
| Ability to work in a resilient, reliable and flexible manner and respond positively and creatively to change | Essential |
| **Experience** | **Essential/desirable** |
| Previous employment, voluntary work or life experience  which demonstrates a genuine understanding and  sensitivity towards others. | Desirable |
| Experience of working in a social care, residential or community setting | Desirable |
| **Knowledge** | **Essential/desirable** |
| Knowledge of the issues affecting disabled people | Desirable |
| **Other** | **Essential/desirable** |
| Diploma in Health & Social Care at Level 2 or above or willingness to work towards this | Desirable |
| Basic understanding of IT systems, general computer applications and use of technology. | Desirable |
| Willingness to undertake training and development activity | Essential |
| Flexibility with regard working hours | Desirable |



We w ill always shortlist disabled candidates who meet the minimum essential criteria