Job Description

**PERSONAL ASSISTANT**

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| **Position** – Personal Assistant**Responsible to** – Services Manager**Hours of work** – Refer to Individual Contract **Annual Leave** – Refer to Individual Contract |
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| **Responsibilities of the position** |
| * To support & assist those who use our service in their own homes and in the community through person centred approaches.
* To provide flexible and supportive services to maximise customer independence.
* To work within the company policies and procedures.
* To maintain confidentiality at all times.
* To work in partnership with our customers, the team, the organisation and the community.
* To promote equality and diversity when assisting those who use our service, both within the service and the community.
* Support customers to implement and maintain control of their lives and to develop their inclusion and participation in the community in accordance to their needs, wishes and preferences.
* Assist and encourage customers to access a range of opportunities and experiences, within their own home and within the community.
* To assist & support customers to monitor their health and wellbeing.
* Attend staff meetings and supervision meetings and contribute to the promotion of good practice across the service
* Attend all mandatory training and comply with legalisation requirements,
* Support and encourage customers to reach their full potential.
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| **Customer Support** |
| * To support customers with all aspects of their agreed plan.
* Where appropriate, assist customers with personal care needs in accordance with their plan & guidelines.
* Assist & support customers to manage their medication, including administration where appropriate in accordance with their plan & guidelines.
* Assist and encourage customers to develop skills to enable them to manage their daily lives.
* Support customers with food preparation where appropriate.
* Actively listen to and encourage customers to make known their views, decisions and choices.
* Assist customers to plan and to achieve planned goals.
* Assist and encourage customers to be at the centre of any planning about their lives
* Assist and encourage customers to become active and valued members of the community.
* Participate in customer holidays when required.
* Support and encourage customers to develop problem solving skills.
* Support customers in line with any behavioural guidelines.
* Support customers to access employment, education and leisure opportunities.
* Assist and encourage customers to access community facilities of their choice.
* Inform the Service Manager of any concerns related to the health and wellbeing of the customer.
* Support customers if they wish to raise any complaints.
* Assist customers to report any maintenance concerns or hazards within their home.
* Respect the privacy, dignity, property and choices of our customers.
* Support customers to develop and maintain relationships with family and friends that they wish to.
* Use the emergency services where appropriate.
* Use out of hours on-call support where appropriate
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| **Recording, Reporting and Administration** |
| * To complete the customer’s daily logs in detail at the end of each shift.
* To maintain complete and accurate records of any medical appointments or treatments received by the Customer.
* To keep and maintain detailed and accurate records and financial records as directed by the customers support plan and the company policy & procedures.
* To provide regular oral and written records and or reports to the Service Manager on the progress of individual customer.
* Support the customer to document all appointments in their diaries and to inform the Service Manager as appropriate
* To read and sign the communication book, support notes and diary at the beginning of each shift.
* To assist in the development and implementation of risk assessments.
* Report to the Service Manager any concerns, worries or defects in service provision, short falls in staffing levels, breeches in discipline or conduct at work by any My Support and Care Services employee.
* To immediately report any alleged abuse through the safeguarding of vulnerable adults procedure.
* To work in partnership with those who use our service, agencies, families and stakeholders.
* To use the out of hours on-call support service and emergency services as appropriate
* To carry out other duties as required by the Service manager or director of My Support and Care services.
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| **Employee Development** |
| * Receive and complete an agreed induction in the first six weeks of employment
* Receive on-going induction as appropriate.
* Participate in bi-monthly supervisions with your line manager.
* Actively participate in an annual appraisal.
* Attend training courses to enhance you skills and knowledge
* Participate in and support the development of team members, as directed by the Service manager (e.g., assist with training and induction of new team members)
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| **Working Environment and Potential Risks** |
| * Working to assist our customers in a domestic environment / own home / and in the community. Those who use our service will from time to time display challenging behaviour which may be physical and/or verbal and/or behavioural in nature. The role may require non-violent crisis intervention procedures ( in line with procedures) from time to time.
* Implications for COSHH: domestic chemicals and pharmaceuticals.
* Implications for health and safety: Food hygiene, fire safety, manual handling, accident prevention.
* The position requires shift work.
* The position requires driving customers and staff using your personal vehicle or company vehicles.
* All staff will be required to attend meetings and supervision at Head Office from time to time.
* This job description is not an exhaustive list of duties but a guide to indicate the main areas of responsibility and will be subject to review to meet the service needs.
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| NAME SIGNATURE DATE |