

Personal Assistant – JOB DESCRIPTION

TITLE:	Personal Assistant
LOCATION:	Future Directions Community Interest Company (Supported Living & Residential Care.)
ACCOUNTABLE TO:	Director of Operations.
REPORT TO:	Team Manager/Leader.

FUNCTION: To provide the full range of day to day support and care for individuals during the entire span of duty, enabling maximum opportunity for independence and development.

And ensuring that individuals are valued as full citizens with rights and responsibilities and are consulted about their needs and be involved in plans that are being made to meet those needs, regardless of how complex their needs may be.

Support the managers of the service in working with Health and Social Services Departments, developing effective links with local agencies including other providers and voluntary sector organisations to ensure an integrated approach to service delivery, and the redesign of services as a consequence of the Government Legislation.

To respect the lifestyle, values and opinions of each individual we support, ensuring that you do not impose your own judgement and opinions unless requested to do so. Personal Assistants should respect the possessions and homes of the individuals we support; your 'workplace' is their home.

Our Mission:

'Future Directions is a Community Interest Company that works with individuals, families, commissioners and local communities to design and deliver personalised services; enabling individual choice and control to achieve fulfilled lives.'

Our Values:

1. To put people first.
2. To be transparent.
3. To go the extra mile.
4. To be creative.
5. To be adaptable.

Our Objectives:

1. To engage individuals, listen to their needs and wishes and support them to live a life they value.
2. To work alongside individuals so they grow and feel valued.
3. Employ, develop and value capable and understanding people.
4. To build a growing sustainable business driven by our values.

The role of Personal Assistant may involve working with more than one individual. Duties will therefore vary depending upon the needs of each individual, and there may be aspects of this job description that you will not need to undertake.

This list is not exhaustive and may change depending upon the needs of the individuals with whom we support. It is imperative that the Personal Assistant is flexible and agrees to undertake any other reasonable task that is appropriate to the position.

PEOPLE WE SUPPORT

- 1) Will support the Team Manager to plan with service users.
 - 1.1 Including acting as a Planning Facilitator.
 - 1.2 As part of the multidisciplinary team contribute to the completion and review of individual service users person centred risk management guidelines.
- 2) When requested act as a Key Worker in accordance with policy and procedure.
- 3) Support individuals with personal care support/hygiene and grooming in line with their support plan in a way which maintains and respects the privacy, dignity and lifestyle of the person receiving support and care. *(NB: personal care may also include intimate and personal care.)*
- 4) Ensure that personal interactions are equitable, supportive and promote independence.
- 5) Support individuals to express their choices and independence as valued members of their community. Support service users to have a voice.
- 6) In accordance with identified needs and wishes, will support service users in accessing a variety of recreational, educational, occupational and leisure activities in accordance with their identified need and wishes.
- 7) In accordance with identified need and wishes, will support service users in developing social networks with family, friends and acquaintances to enable them to become part of their local community.

- 8) Ensure that health needs of service users are identified maintained and/or managed in accordance with health support/action plans and that any concerns are raised with the Line Manager.
- 9) **Medication:** After appropriate training and accreditation will follow the Medicines Procedure. Report any discrepancies to Line Manager or if out of hours the on-call manager. Including:
 - 9.1) Where identified, support service users to manage the whole or part of their own medication.
 - 9.2) Where staff choose to, and following training, will with the support of the Line manager be involved in the accreditation process of others to administer medication.
- 10) **Finance:** In accordance with Future Directions CIC finance procedure ensure the safekeeping and recording of service user's money, property and valuables is undertaken. Report any discrepancies to Line Manager or if out of hours the on-call manager. Including:
 - 10.1) Where identified, support service users to manage the whole or part of their own finances/income.
 - 10.2) Where staff chose to and following training will with the support of the Line Manager be involved in the accreditation process of others to administer the procedure.
- 11) Where service users are unable to manage their own finances and under the direction of a manager act as signatory or pin holder.
- 12) Report to Line Manager (*or if out of hours the on-call manager*) any incidents or issues of concern that have occurred during the shift/span of duty.
- 13) Will enable, assist and/or support service users to understand their roles in regards' to being a tenant; including look after their own home (*including gardens*), giving due regard to personal property, cleanliness and security including:
 - 12.1) Support in carrying out housekeeping tasks associated with the running and maintaining of the home, including shopping, cooking, cleaning, care of laundry, etc. (*NB: This is not an in exhaustive list and the level of involvement will be dependent on the level of ability of the service user.*)
 - 12.2) Will support service users to manage and maintain their personal property in accordance with personal wishes and/or Future Directions Community Interest Company policy and procedure.
 - 12.3) Support service users to maintain safety and security within the home and community.

- 14) Under the direction of the Line Manager will ensure that activities are pre-planned in respect of service user's choice, finances and staff resources.
- 15) When in possession of a valid licence and following managers' approval will drive service user's car on their behalf.
- 16) Under the direction of the Line Manager, support service users to choose and plan personal holidays. Accompany service users on holidays including acting as holiday lead.

SERVICE ISSUES:

- 1) Assist the Line Manager in ensuring that the relevant sections of Health and Social Care Act and the CQC Essential Standards of Quality and Safety March 2010 and subsequent additions to the Act are adhered to/implemented.
- 2) Assist the Line Manager in ensuring that where applicable the requirements of Supporting People Objectives are met.
- 3) Work within the team to ensure that service delivery is maintained in line with the culture, values and mission statement of Future Direction Community Interest Company.
- 4) Work within Future Directions CIC Policies and Procedures.
- 5) Work with the team to ensure that Health and Safety is maintained and any issues of concern are raised with a manager.
 - 5.1 Including supporting the Line Manager in being a nominated or appointed person within a team to lead on e.g. fire safety, COSHH etc.
- 6) Ensure that home safety and security measures are maintained in order to protect service users, staff and property.
- 7) Where applicants have a Health & Social level 2 in Care award and Assessor Award with support and direction from their Line Manager, they may support and assess others working towards the same award.
- 8) On completion of their induction and following a minimum of 12 months experience with support and direction from their Line Manager, they may support and assess to complete their induction.
- 9) Will ensure that quality of service delivery is maintained, improved and appropriate records are maintained to evidence service delivery, improvements and outcomes.
 - 9.1 Including supporting the Line Manager in being a nominated person to lead on quality initiatives within a home.

10) In accordance with the Shifts Leave Policy and Procedure the post holder is required to work flexibly to meet the needs of individual service users, cover during staff sickness, training and public holidays.

10.1 Will participate in sleep-in duties/waking watch nights when required.

11) Will participate, contribute and engage in job consultation and annual appraisal with their line manager.

COMMUNICATION

- 1) Will attend Staff/team, Tenants and User Meetings in accordance with organisation Standards. Contribute to meetings and supporting service users. Under the direction/supervision of the Line Manager will chair meetings.
- 2) In the absence of the Line manager represent them at meetings and report back any actions.
- 3) Will maintain appropriate written and IT records e.g. 24 hour reports, incident reports, all records of people we support etc.
- 4) Under the direction of the Line Manager is a nominated/responsible person to ensure that policies and procedures are correct, up to date and that staff have signed to say that they have seen them
- 5) Report to Line manager (or if out of hours the on-call manager) any issues of concern.
- 6) Effectively communicate: face to face, by phone, via IT, or in writing with service users, relatives, managers, and other visitors, professional or otherwise.
- 7) Under the direction of the Line Manager keep files and filing systems up to date including: policy and procedure manuals, COSHH files, memos and training course file. *(NB: This is not an in exhaustive list.)*
- 8) Under the direction of the Line manager take responsibility for planning rotas.

PROFESSIONAL

- 1) Ensure confidentiality is maintained in accordance with legal (Data Protection Act) and organisation protocols, policies and procedures.
- 2) Maintain own Personal Development Plan/Profile and make it available when required by the service.
- 3) Adhere to the General Social Care Councils (*GSCC*) Code of Practice.
- 4) In order to meet personal development, need of people we support and statutory requirements undertake Mandatory Training and participate in training events at appropriate intervals i.e. classroom, e-learning, in house, on job training.

- 5) Follow Organisation policy and respond appropriately to: concerns, complaints or compliments.

SERVICE POLICY

- 1) Employees are required to comply with policies and procedures.
- 2) Employees will adhere to all standards and guidance set out in the staff handbook.
- 3) **Employment Acts and Codes of Practice:** Will comply with employment legislation and codes of good practice.
- 4) **Rules, Regulations, Standing Orders and Financial Instructions:** will comply with rules, regulations, standing orders and financial instructions and policies.

SAFEGUARDING

- 1) **Safeguarding:** Safeguarding is everyone's responsibility and all staff who, during the course of their employment, have direct or indirect contact with vulnerable adults, children or families, or who have access to information about them, have a responsibility to safeguard and promote their welfare.
- 2) We are committed to ensuring that no act or omission on the part of the organisation, or that of its staff, puts a vulnerable adult or child at risk and that systems are in place to proactively safeguard and promote their welfare.

INFECTION CONTROL

- 1) Everyone within the Organisation has a responsibility for the prevention and control of infection and all have an important contribution to make to minimise the risks to service users, staff and the public. All staff will receive, on commencement and on an ongoing basis, the necessary training in both prevention of and reporting infection risks. All staff must ensure that, at all times, they are fully compliant with the organisation Infection Control plan, policies and procedures.

DECLARATION

I have read the Job Description for Personal Assistant and agree to carry out the responsibilities and duties of this position diligently and to the best of my ability

Employee Name:

Employee Signature:

Date: