

Job Description for a Support Assistant

Purpose of the Job

To support individuals to develop skills to enable them to live and enjoy their life in a manner that is personalised to their wishes, needs and aspirations. To follow direction from the individual themselves and the Personal Assistant/line manager in line with their personal support plan. Enable the individual to live their chosen lifestyle whether that be within registered care, supported living or within the community. To contribute to each individual's achievement of independence.

Main Responsibilities of the Job

- To contribute to the independence and development of service users in promoting maximum participation with activities of daily living.
- To assist individuals in accordance with their personal support plan and risk assessments.
- To be aware of and implement safeguarding procedures on a day to day basis, promptly reporting any concerns and incidents
- Support individuals and promote their physical and mental well-being
- To maintain written records of support, including finance and H&S records as required
- To adhere to mcch policy, procedures and guidelines.
- To work within required legislation including CQC Essential Standards of Quality and Safety, To maintain confidentiality and respect the dignity and privacy of individuals in line with mcch policies and procedures.
- To work flexibly, to be on time and engage in a variety of tasks, including service user on call rota

Duties of the Job

- To work and communicate professionally
- To get to know individuals and how they want to be supported
- To communicate clearly, concisely and honestly to individuals and to colleagues about the support that is being provided/required using agreed forms of communication.
- To listen and seek advice when required to support decisions being made with the individual, following best interest principles as required
- To advocate for individuals on a day to day basis, supporting self advocacy as appropriate
- To provide skill development and support with daily living that may include, but is not limited to: -
 - Promotion of independence,
 - Shopping and cooking
 - Housework

- Help to maintain the environment where the individual lives and get repairs done when needed
- Personal care if needed
- Managing medication in line with policy
- Support them to pay bills and account for monies as appropriate
- Assisting individuals with budgeting tasks
- Understanding benefits
- Being safe at home and in the community
- Travel training and/or support to travel
- Staying healthy
- Work closely with managers and colleagues to deliver support and care and ensure that tasks are not left undone.
- To be able to carry out some office based work which could include filing, report writing, handling money, telephone and computer work.
- To follow **mcch** policies and procedures and to ensure compliance with external policies and guidance relevant to the work you do.
- To participate in training and supervision to develop own skills and support provided.

Health & Safety

- To ensure familiarity with and understanding of the requirements of the organisation's health and safety policies and procedures;
- To attend all mandatory health and safety training courses;
- To follow safe working practices at all times;
- To use personal protective equipment where provided and required;
- To report all accidents, incidents or dangerous occurrences as soon as possible according to organisation guidelines;
- To maintain good housekeeping standards within the service location ensuring safe entry and exit are provided at all times;
- To ensure familiarity with the fire safety policy and understanding of the procedures for fire drills and evacuation of the premises in the event of fire.

Training and Support

- You will receive induction to **mcch** and to your job
- You will have a line manager and receive regular supervision
- You will be provided with training to enable you to do your job
- **mcch** will where possible and relevant to your job support you to further your training and learning.

The Right Person for the Job (person specification)

Criteria	Essential
Qualifications	Literacy and numeracy skills commensurate with the requirements of the mcch standard assessment. QCF or equivalent NVQ level II or a willingness to undertake QCF
Demonstrable Knowledge	Understands values and principles of mcch Understands challenges for people with disabilities. Knowledge of the benefits system for people with disabilities an advantage Understands the philosophy and culture of supporting people to have a quality lifestyle. Understands and willingness to follow safeguarding principles Understanding of health and safety
Skills/ Experience	Experience in related field is an advantage but not essential Good written & verbal communication skills Confidence in dealing with outside agencies Good literacy and numeracy skills Ability to use IT systems
Personal attributes	<ul style="list-style-type: none"> • Reliable • Honest • Flexible • Creative • Able to take initiative • Helpful.... but not taking over • Respectful • Understanding and empathy • A good listener and willing to learn
Behavioural Competence	Value Diversity Customer Focus Growing and Developing Working Together Quality Service