

## Job Description

### Male\* Support Worker / Personal Assistant

<b>Salary</b>	£13.45 per hour
<b>Hours</b>	4 hours per week
<b>Type of contract</b>	Variable
<b>Location</b>	Heathfield
<b>Reporting to</b>	Head of Community

Are you passionate about improving the lives of disabled people, people with support needs and carers?

This Support Worker/Personal Assistant role will be to support a friendly 78-year-old gentleman living with unspecified cognitive impairment.

This role is ideal for someone who is calm, understanding and able to provide gentle encouragement while respecting independence, pace and personal space.

#### About Him

- Loves his dog – his constant companion and “world”
- Enjoys football, especially supporting Tottenham Hotspur F.C.
- Appreciates a good cup of tea
- Would benefit from support to slowly rebuild confidence and wellbeing
- Currently socially isolated - the goal, to get out and about and build relationships with others in his community

#### The right person will help him

- Attend appointments and community outings
- Build confidence getting out and about
- Improve mobility over time through walking and activity
- Develop trusting, consistent companionship
- Create simple wellbeing and daily living routines
- Support organisation within the home
- Encourage independence at a comfortable pace
- Foster a sense of wellbeing, safety and connection

#### What Matters Most

Building trust, providing gentle support and helping this gentleman feel comfortable, confident and connected again through steady, meaningful companionship.

## Key responsibilities and accountabilities

### 1. ISF Service delivery

- 1.1 Provide high-quality, person-centered care, promoting dignity and choice at all times
- 1.2 Build and maintain a consistent, trusting working relationship with the customer to foster engagement
- 1.3 Improve mobility and fitness to increase confidence and enable the customer to take part in social and leisure activities within the community.
- 1.4 Participate in social and leisure activities with the customer and his dog (where possible).
- 1.5 Support to arrange and accompany the customer to appointments
- 1.6 Transport the customer to appointments and activities using your car and/or by accessing public transport.
- 1.7 Work with the customer, where possible, to plan activities.
- 1.8 Work with the customer to support organisation within the home.
- 1.9 Create simple wellbeing and daily living routines
- 1.10 Support to achieve outcomes as agreed and set out in the customers support plan
- 1.11 Keep accurate and up-to-date notes relating to tasks undertaken with the customer
- 1.12 Inform the office of any changes to a customer's situation or needs which need to be addressed.
- 1.13 Report immediately to the office about any illness, accident or non-entry to the customer's home.

### 2. General

- 2.1 The post holder is expected to work within and actively promote the mission, values and vision of Independent Lives to external stakeholders and staff members, and to comply with all Independent Lives policies and procedures.
- 2.2 Annual objectives will be set out for this role which will be used to monitor and evaluate performance within the appraisal system.
- 2.3 To maintain professional knowledge and competence and attend relevant training as required.
- 2.4 Attend team meetings and supervision meetings with Head of Community.
- 2.5 To record a summary of each visit in line with induction guidance.
- 2.6 Other tasks within the remit of the job may be required from time to time.
- 2.7 The job description will be kept under review to ensure that it remains up to date.
- 2.8 The job holder will be consulted about any proposed changes to the role

## Person Specification

Experience	Essential	Desirable
Experience of supporting people with care and support needs		✓
Experience of supporting people with a cognitive impairment		✓
Values		
Community - Willing to adapt approach based on customer need	✓	
Innovative - Happy to make suggestions on how to improve the processes	✓	
Inclusive - Supportive of equality and diversity with the ability to promote an inclusive service and workplace	✓	
Excellence - Strong attention to clarity and detail and maintenance of accurate documentation	✓	
Skills, Knowledge & Aptitudes		
Ability to build effective, trusting relationships with vulnerable people, professionals and the wider community.	✓	
Excellent interpersonal and communication skills	✓	
Ability to be adaptable and flexible to the needs of the customer	✓	
Strong organisational skills	✓	
Good understanding of safeguarding practice in relation to adults		✓
Ability to encourage and motivate	✓	
Qualifications		
NVQ Level 2 or above in Health and Social Care		✓
Lived experience		✓
Other		
Valid UK driving license	✓	
Access to own vehicle and have business use (with passengers) insurance	✓	