

Job Description and Person Specification for the position of Personal Support Assistant (PSA)

Job Title:	Personal Support Assistant
Business Area:	Bank Staff
Location:	N/A – can work in any Look Ahead service as required
Salary:	£9.40 per hour (£9.75 per hour from 1st April 2017)
Responsible for:	N/A
Hours:	Zero-hour contract

Overall Purpose

To provide a range of personal services to meet the needs of our customers in Look Ahead services and/or in customers' homes across London and the South East. Services may include Assistant/Support Worker duties (no support planning) and non-specialised Individual Budget work. In all activities PSAs are required to encourage customers to contribute to these to activities and help them to develop their own skills and confidence. While carrying out activities, PSAs should deal with all customers, visitors and staff in a professional and appropriate manner and report to Look Ahead staff and management any observations relating to customers' welfare.

PSAs may be working with customers from all of Look Ahead Client Groups including Mental Health, Learning Disabilities, Homelessness and Young People. Where appropriate PSAs may be required to complete regulated activity which includes personal care and medication when working in CQC registered services.

Key Responsibilities

PSAs providing **Assistant/Support worker** services will:

- Support customers to undertake tasks wherever possible, including practical assistance where they have not yet developed the skills, to ensure customers enjoy a high quality of accommodation.
- Enable customers to make full use of community facilities by providing support as directed.
- Support customers to attend GP and health appointments and religious services as directed.
- Support customers to integrate into the community, for example accompanying the customer to enquire at colleges about possible courses, to visit various public amenities etc.
- Support customers to go shopping for food, clothes etc.
- Maintain records as required under the direction of Look Ahead staff and management .

Mission & Values

'Working with people to make choices, achieve goals and take control of their live through high quality care, support and housing'

PSAs providing **domiciliary & personal care** will:

- Deliver all aspects of personal and physical care as appropriate to the individual needs of the customer. E.g. help with dressing, grooming & make-up, bathing, support going to the toilet etc.
- Support customers to undertake domestic tasks in the home wherever possible, including practical assistance in developing skills to ensure customers enjoy a high quality of accommodation. E.g. cleaning, vacuuming, washing, ironing, simple home decorating, sewing, light gardening
- Report any observations to Look Ahead staff and management relating to customers' welfare.

Additional non-specialised Individual Budget can include:

- Providing customers with companionship. E.g. accompanying customers to visit relatives, attend special interest clubs, go out walking, to the park, dinner or the pub, play board games and cards.
- Planning day trips and outings e.g. to the seaside, art galleries/museums, and encourage more independent living.
- Assist customers in budgeting and money management, paying bills etc.
- Encourage customers to take interest in and undertake basic sports, creative and arts activities in or outside the home. E.g. swimming, jogging, attend gym, health clubs, go dancing, play music, make (draw/paint) pictures, take simple photographs, attend theatre/amateur dramatics etc.

The above sets out the key responsibilities and typical tasks. You may be required to undertake various other tasks and duties to ensure that our customers' needs are fully and effectively met. The list is not exhaustive.

Personal Attributes

- Approachable and open behaviour
- Is fundamentally calm and resilient, does not let emotion adversely affect them or obscure their judgement
- Has a practical and logical mind and is naturally well organised
- Is confident with high levels of self-esteem
- Is respectful, articulate and sensitive in style of communication
- Is customer-focused

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Skills, Knowledge and Experience
Applicants may have some previous relevant work experience. This may be experience gained from care of a vulnerable person or work in similar organisations. Prior experience is not a pre-requisite for the role as key behaviours and core competencies will also be taken into account.

Our values – what matters to us

We have four values that express and represent our shared understanding of the principles that are important to us as an organisation. Developed in partnership with our staff, customers, and their families and carers, they set out the things we aspire to be as an organisation and that underpin everything we do. They are:

excellence, aspiration, partnership, trust

Look ahead Care and Support – Our Values and Behaviours	
Values	Behaviours
Excellence	Take pride in my work and my team.
	Approach my work with energy, passion and commitment.
	Demonstrate a ‘can-do’ and look for solutions to problems.
	Listen and learn from my mistakes, and commit to always improve myself.
	Be a positive role model to my customers and colleagues.
Aspiration	Listen to everyone I work with, and treat them with dignity, empathy and respect.
	Believe in people’s potential and ability to grow, develop and change.
	Be ambitious, recognise my role in contributing to the overall success of Look ahead.
	Continually seek opportunities to learn, develop and share my learning with others.
Partnership	Work with others to share, respect and celebrate achievements.
	Recognise, respect and encourage customer’s skills and abilities.
	Commit to providing opportunities for customers to use their expertise.
	Commit to working as part of one team with my colleagues, partners and customers.
Trust	Value everyone’s contribution equally, recognising that all of us can add value.
	Be inclusive; open to people from diverse backgrounds and with different ideas.
	Be open, honest and transparent when I communicate, do what I say.
	Demonstrate personal integrity – do what is right, not merely what is expected.
Trust	Be accountable for success as well as failures.
	Be consistent and reliable.
	Demonstrating consistency and transparency in the things I do.

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