

# Job Description and Person Specification

Role: SUPPORT ASSISTANT



# Job Description

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| <b>Job Title</b>           | Support Assistant                                 |
| <b>Grade</b>               | 3   |
| <b>Service</b>             | Adults Social Care - Internally Provided Services |
| <b>Reports to</b>          | Senior Support Assistants                         |
| <b>Location</b>            | Maurice Edelman House                             |
| <b>Job Evaluation Code</b> | Y5022D  |



# About Coventry City Council

**Who we are:** At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

**Our aim is simple** – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

**Our Values:** We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



## About the Service your team will provide

### Purpose of the role

To assist in the provision of personal care, enablement, and support to service users in accordance with personal plans and in line with policies, procedures, and practices of the department.

## Main Duties & Key Accountabilities

### Core Knowledge

1. Participate in the development and implementation of Equal Opportunity Action Plans, thus ensuring the development of multi-cultural practices.
2. Promote the physical, emotional, social, and intellectual well-being of each service user.
3. Participate in creating opportunities and choice so that each resident can live the fullest life possible, including accompanying service users in social and leisure activities.
4. Assist and encourage each resident in all aspects of their own personal care, e.g. dressing, washing, bathing, assisting where necessary.
5. Undertake household tasks, where appropriate, e.g. cooking, laundry and cleaning encouraging the involvement of service users.
6. Encourage and support service users to take care of their own and of other's personal belongings.
7. Assist in the day-to-day record-keeping on matters pertaining to service users, and alert appropriate individuals of any development causing concern.
8. Contribute, as appropriate, to the review process.
9. Attend meetings and contribute to the teamwork of the establishment on a regular and ongoing basis.
10. Respect confidentiality in all aspects of the role when working with service users.

11. Take responsibility for the administration of medication as prescribed and to ensure a proper recording procedure is adhered to, in line with the Departmental Medication Policy.
12. Ensure that Health and Safety requirements are adhered to with due regard to residents, staff and the establishment.
13. Attend any training with respect to first aid and provide first aid attention if required (after appropriate training has been provided).
14. Work weekends and bank holidays, as required.
15. Any other duties and responsibilities within the range of the salary grade.

## Key relationships

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| <p><b>External</b></p> <ul style="list-style-type: none"> <li>Range of service via NHS</li> <li>Age UK</li> <li>Alzheimer’s Society</li> <li>Arden Memory services</li> <li>Contractors</li> <li>Many other agencies</li> </ul> | <p><b>Internal</b></p> <ul style="list-style-type: none"> <li>Social work Team</li> <li>Human Resources</li> <li>Maintenance Team</li> <li>Brokerage Team</li> </ul> |
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## Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council’s Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

### Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

### Training

The postholder must attend any training that is identified as mandatory to their role.

## **Responsible for:**

**Staff managed by postholder: N/A**

## Person specification

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| <b>Job Evaluation Code</b>  | Y5022D |
| <b>Knowledge</b>  |        |
| <ul style="list-style-type: none"> <li>• The importance of confidentiality.</li> <li>• The meaning in relation to service users expressing personal rights and choices.</li> </ul>  |        |
| <b>Skills and Abilities</b>   |        |
| <ul style="list-style-type: none"> <li>• Able to demonstrate a positive attitude to equality of service/opportunity and demonstrate putting it into practice.</li> <li>• Able to take responsibility for the administration of medication as prescribed and to ensure a proper recording procedure is adhered to, in line with the Departmental Medication Policy</li> <li>• Able to communicate and liaise with service users, relatives and with other professionals, on a day-to-day basis.</li> <li>• Domestic skills, e.g. prepare and cook simple meals, cleaning, shopping, etc.</li> <li>• Demonstrate a positive attitude to service users' rights, choice, and dignity.</li> <li>• Numeracy skills for cash handling and recording.</li> <li>• Able to aid service users to maintain self-help skills, e.g. personal care - bathing, dressing, making tea, etc.</li> <li>• Ability to receive instruction and able to carry it through.</li> <li>• Able to receive and record information pertaining to a service user.</li> <li>• Able to communicate to a senior person any areas of concern.</li> <li>• Able to discuss personal performance and training needs.</li> <li>• Able to make informed decisions.</li> <li>• Ability to work with and in a group.</li> <li>• Able to participate in staff meetings.</li> <li>• Able to accept the need for training and put learning into practice</li> <li>• Able to appropriately manage service users who display behaviour that sometimes challenges the service.</li> <li>• Able to work as part of a team.</li> </ul> |        |

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| <ul style="list-style-type: none"> <li>• Able to prepare light meals where necessary.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Able to accurately communicate relevant care information.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Be physical fit in order to undertake a care role.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Able to participate in supervision meetings.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Able to develop a responsible attitude towards the care of service users.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Able to take part in social activities with service users.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Able to assist and encourage service users to care of their own personal belongings/accommodation.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Able to work flexibly.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Able to do sleep-in duties.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Able to work at times identified by service users' need.</li> </ul>   |
| <p><b>Qualifications</b></p>   |
| <ul style="list-style-type: none"> <li>• To undertake the Care Certificate</li> </ul>  |
| <ul style="list-style-type: none"> <li>• To undertake a diploma in health &amp; social care</li> </ul>   |
| <ul style="list-style-type: none"> <li>• To undertake level 1 in English &amp; Maths</li> </ul>  |
| <p><b>Special Requirements</b></p>   |
| <ul style="list-style-type: none"> <li>• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.</li> </ul> |
| <ul style="list-style-type: none"> <li>• Commitment to promoting a high quality of care with regard to the physical, social and emotional needs of people with physical difficulties.</li> </ul>             |

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| <b>Date Created</b> | 16.05.2023 | <b>Date Reviewed</b> | 12.03.2024 |
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