



Coventry City Council

Job Description

Job Title:	Support Assistant	Job Number:	
Service:	Adult and Older People's Social Care	Grade:	3
Location:	City Wide – Wilfred Spencer centre / Gosford Community Hub		

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.

Job Purpose:

To assist in the development, implementation, monitoring and review of support packages for individuals and groups. To support service users in accordance with their assessed needs and in line with policies procedures and practices of the Department.

Main Duties and Responsibilities:

- To carry out all duties and responsibilities with due regard to the Council's Equal Opportunities Policy.
- To ensure the rights of service users are promoted at all times, ensuring that the principles of choice, dignity, respect, and empowerment are maintained.
- To meet service users' personal support needs.
- To ensure that service users' emotional wellbeing is respected in all aspects of service delivery and where possible to work towards enabling them to assume responsibility for their own lives.
- To help in creating opportunity and choice, so that each individual service user can develop in the way that they wish.
- To encourage and assist service users to be part of the local community.
- To assist service users to access a wide range of educational and leisure opportunities.
- To assist and encourage service users to try new and different activities.
- To assist and support the administration of prescribed medicines in line with departmental policy and comply with instructions which ensure that a proper recording procedure is adhered to.
- To attend to and ensure Health and Safety requirements, including Risk Assessments are adhered to with due regard to service users, staff, the workplace environment, and visitors to centres.
- To attend meetings and contribute to the work of the team on a regular and ongoing basis.

- To attend appropriate training courses as required.
- Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for:

Responsible to: Senior Support Assistant

Date Reviewed:

Updated: September 2021



Coventry City Council

Person Specification

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Service:	Adult Social Care	Grade:	3
Location:	Jenner8		

Area	Description
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Knowledge:	<ul style="list-style-type: none">• An understanding of Equal Opportunities and how this might be put into practice. Commitment to delivering a high quality of care with regard to the physical, social and emotional needs of people with learning difficulties.
	<ul style="list-style-type: none">• The importance of confidentiality.

Skills and Abilities:	<ul style="list-style-type: none">• Ability to communicate and liaise with service users, relatives and professionals on a day-to-day basis.
	<ul style="list-style-type: none">• To always treat service users with dignity and respect.
	<ul style="list-style-type: none">• To promote service users rights.
	<ul style="list-style-type: none">• To be able to encourage and support service users to do things for themselves.
	<ul style="list-style-type: none">• To be responsible for how you work with the people you assist.
	<ul style="list-style-type: none">• Be physically able to support people within the centre and in the community
	<ul style="list-style-type: none">• To be able to support service users when they are anxious or distressed.
	<ul style="list-style-type: none">• To be able to work on your own or as part of a team.
	<ul style="list-style-type: none">• To receive and record information pertaining to a service user.
	<ul style="list-style-type: none">• To discuss personal performance and training needs.
	<ul style="list-style-type: none">• To assist and support the administration of prescribed medicines.
	<ul style="list-style-type: none">• To participate in staff meetings.
	<ul style="list-style-type: none">• To attend appropriate training courses, some flexibility in working hours will be required
	<ul style="list-style-type: none">• To ensure confidentiality is maintained at all times
	<ul style="list-style-type: none">• To support with and organise community based activities

Experience:	<ul style="list-style-type: none">• Diploma level 2/NVQ2 in Health & Social or willing to work towards. Expectation to complete some of this work in your own time
	<ul style="list-style-type: none">• Care Certificate or a willingness to work towards

Educational:	<ul style="list-style-type: none">• Basic literacy & numeracy skills
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Special Requirements:	<ul style="list-style-type: none"> • This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS). • This Authority is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.
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Date Reviewed:

Updated: September 2021