



Coventry City Council

Job Description

Job Title:	Support Assistant	Job Number:	Y5022D
Service:	IPS – Promoting Independent Living Service	Grade:	3
Location:	City Wide		

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 provide personal assistance care and support to tenants in accordance with personal plans, in line with policies, procedures and practices of the department.

Main Duties and Responsibilities:

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 tenant.
3. Participate in creating opportunities and choice so that each resident can live the fullest life possible, including accompanying tenants
4. Assist and encourage each tenant in all aspects of their own personal care, eg. dressing, washing and bathing, assisting where necessary.
5. Undertake household tasks, where appropriate, eg. cooking, laundry and cleaning, encouraging the involvement of tenants.
6. Encourage and support tenants to take care of their own and other's personal belongings.
7. Assist in day to day record keeping on matters pertaining to tenants, and alert appropriate individuals of any development causing concern.
8. Contribute, as appropriate, to the review process.
9. Attend meetings and contribute to the team work of the establishment on a regular and ongoing basis.
10. Respect confidentiality in all aspects of the role when working with tenants.

11. Take responsibility for the administration of medication as prescribed and ensure a proper recording procedure is adhered to in line with the Departmental Medication policy.
12. Ensure Health and Safety requirements are adhered to with due regard to tenants, 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.

This Authority is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.

All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.

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: June 2021



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Person Specification

Job Title:	Support Assistant	Job Number:	Y 5022D
Service:	Promoting Independent Living Service	Grade:	3
Location:	City Wide		

Area	Description
Knowledge:	<ul style="list-style-type: none"> Understanding the importance of confidentiality.
	<ul style="list-style-type: none"> Knowledge of the rights of tenants, including their right to make personal choices.

Skills and Abilities:	<ul style="list-style-type: none"> Able to demonstrate a positive attitude to equality of service/opportunity and putting this into practice.
	<ul style="list-style-type: none"> Able to communicate and liaise with tenants, relatives and other professionals on a day to day basis.
	<ul style="list-style-type: none"> Domestic skills, eg. prepare and cook simple meals, cleaning, shopping, etc
	<ul style="list-style-type: none"> Demonstrate a positive attitude to tenant's rights, choice and dignity.
	<ul style="list-style-type: none"> Numeracy skills for cash handling and recording.
	<ul style="list-style-type: none"> Able to aid tenants to maintain self help skills, ie. personal care, bathing, dressing, making tea, etc.
	<ul style="list-style-type: none"> Able to receive instructions and carry them through.
	<ul style="list-style-type: none"> Able to receive and record information pertaining to tenants.
	<ul style="list-style-type: none"> Able to communicate any areas of concern to a senior person.
	<ul style="list-style-type: none"> Able to discuss personal performance and training needs.
	<ul style="list-style-type: none"> Able to make informed decisions.
	<ul style="list-style-type: none"> Able to work with, and in, a group.
	<ul style="list-style-type: none"> Able to participate in staff meetings.
	<ul style="list-style-type: none"> Able to accept the need for training and put learning into practice.
	<ul style="list-style-type: none"> Able to appropriately manage tenants who display behaviour that sometimes challenges the service.
	<ul style="list-style-type: none"> Able to work as part of a team.
	<ul style="list-style-type: none"> Able to prepare light meals where necessary.
	<ul style="list-style-type: none"> Able to accurately communicate relevant care information.
	<ul style="list-style-type: none"> Be physically fit to undertake a care role.
	<ul style="list-style-type: none"> Able to participate in supervision meetings.
	<ul style="list-style-type: none"> Able to develop a responsible attitude towards the care of tenants.
	<ul style="list-style-type: none"> Able to take part in social activities with tenants.



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	<ul style="list-style-type: none"> • Able to assist and encourage tenants to care for their own personal belongings/accommodation.
	<ul style="list-style-type: none"> • Able to work flexibly.
	<ul style="list-style-type: none"> • Able to do sleep-in duties.
	<ul style="list-style-type: none"> • Able to work at times identified by tenant's needs.

Experience:	<ul style="list-style-type: none"> • Working with people with Learning disabilities

Educational:	<ul style="list-style-type: none"> • Diploma level 2 in Health and social care or equivalent (NVQ 3 in Social Care) or be prepared to work towards this qualification

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).
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Date Reviewed:

Updated: June 2021