Job Description
and
Person Specification

Job Description

Job Title	Support Assistant
Grade	3
Service	Adult Social Care – Internally Provided Services
Reports to	Team Leader
Location	City Wide
Job Evaluation Code	Y5778D

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 / Output

To provide a high standard of support and enablement, ensuring individuals' needs are met through promoting independence and personalised approaches in a safe, respectful and dignified manner; giving people choice and control over the services they are using and ensuring the best possible outcomes for people who use Adult Social Care Services. To deliver all support in compliance with relevant social care legislation, the Council's values, policies and practices and the CQC Essential Standards for Quality and Safety.

Main Duties & Key Accountabilities

Core Knowledge

1. Ensure the rights of people who access our services are promoted at all times, ensuring that the principles of choice, control, dignity, respect, involvement and empowerment are maintained.
2. Ensure that the emotional wellbeing of the people we support is respected in all aspects of service delivery, wherever possible enabling them to assert responsibility for their own lives and obtain and act in accordance with the consent of the person in regard to their care and treatment.
3. Help in creating opportunities and choices, so that each individual can achieve their desired outcomes and has appropriate control over the decision-making process about the service they may receive.
4. Promote the physical, emotional, social and intellectual wellbeing of the people we support including supporting people to access local facilities and opportunities.
5. Meet the practical and personal care and support needs of the people who access the service (this may include practical support with their dietary and nutritional needs and hands on care tasks where applicable).
6. Assist and support with the administration of prescribed medicines in line with departmental policy and guidance complying with local protocols or instructions which ensure that a proper medication administration procedure is adhered to.
7. Ensure Health and Safety requirements, including Risk Assessments are adhered to with due regard to the people we support, staff, visitors and the workplace environment including the expectation of maintaining appropriate standards of cleanliness and hygiene.
8. Assist in the day-to-day record keeping on matters pertaining to the people we support and alert the appropriate person of any developments causing concern.

9. Work supportively with other professionals, colleagues, carers, relatives or friends in the interest of the wellbeing of the people we support.
10. Make a positive contribution to and work constructively within the team, attending team meetings as appropriate.
11. Attend appropriate training courses as set out in the training profile for the job role and to take responsibility for your own ongoing personal devleopment.
12. Participate in the supervision and competency-based appraisal process.
13. Be able to work all shifts required by local rota pattern, which may include working regular evenings, weekends and Public Holidays.
14. Work in other appropriate locations across the city as needed.
15. Any other duties and responsibilities within the range of the salary grade.

Key relationships

External. **Parent/Carers.** **Professionals- GP. SALT.** **Volunteers.** **Assisting people to participate in social events within community.**	**Internal** **Professionals; AADT LD Nurses. Occupational therapist.** **All day opportunity service managers and staff**

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

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Knowledge	
An understanding of Equal Opportunities and how this might be put into practice.	
An understanding of Personalisation in Social Care and how that is put into practice.	
Knowledge of the principles and practice of reablement/promoting independence.	
Skills and Abilities	
Ability to communicate and liaise with the people who access our services, relatives and professionals on a day-to-day basis.	
Always treat the person with dignity and respect and involving them in the decision making about their support.	
Able to promote peoples' rights.	
Able to encourage and support people to do things for themselves thus promoting independence and empowerment.	
Able to support individuals when they are anxious or distressed.	
Able to appropriately support individuals who may sometimes display behaviour that challenges the service.	
Able to demonstrate effective interpersonal relations, e.g., integrity, trust, diplomacy, negotiation skills and contributing to helping others.	
Able to receive and record accurately information pertaining to the people we support.	
Able to identify and respond to the changing needs of people who use services and communicate this or any areas of concern to the appropriate person.	
Able to support with and administer prescribed medicines in line with the guidance on the safe handling of medication and local protocols.	
Able to participate in staff meetings; supervisions and annual competency-based appraisals.	
Be physically able to complete frontline care tasks and mentally able to deal with the demands of the job.	
Be honest, reliable and trustworthy thus promoting the Council and its services in positive way to partners and customers.	

Experience
Experience as a support worker in an adult social care setting or equivalent.
Qualifications
Verbal and written English skills; basic mathematical skills.
The ability to achieve the standards of the care certificate within 12 weeks of employment with the aim to achieve QCF Level 2 Diploma in Health and Social Care
Special Requirements
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). Dress Code required, including, in some areas, the wearing of a uniform.

Date Created	November 2022	**Date Reviewed**	2022