



Coventry City Council

## Job Description

<b>Job Title:</b>	Support Assistant	<b>Job Number:</b>	Y5057D
<b>Division/Section/Group/Team:</b>	Adults Internally Provided Services	<b>Grade:</b>	Grade 3
<b>Location:</b>	Housing with Care 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 a high standard of Housing Support to assist tenants in maintaining their independence and contribute to the prevention of unnecessary admission to hospital or entry to residential and nursing homes.

### Main Duties and Responsibilities:

1. Ensure services are provided in accordance with Coventry City Council's Equal Opportunities Policy and that all service users' needs are considered on an individual basis.
2. Participate in staff meetings and contribute towards the implementation of the Aims and Objectives of the Service and the agreed Operations Plan and Performance Targets.
3. Promote the independence of service users and facilitate activities that increase and maintain independence within a supportive environment, including the use of local community facilities.
4. Ensure service users' rights are upheld at all times, maximise the choices available to service users and actively involve service users in decision-making about all aspects of the service they receive.
5. Promote social, leisure and learning opportunities for service users.
6. Ensure that high quality practices and services are provided at all times and that all complaints/comments are properly responded to following departmental policies and procedures.
7. Ensure all Health and Safety Regulations are adhered to, including the carrying out of Risk Assessments, so that a safe and secure environment is provided.
8. Ensure that corporate, departmental and local policies and procedures are adhered to at all times.

9. Work closely and collaboratively with housing providers and other agencies such as Primary and Acute Health Care Services to continually improve the health and quality of life of service users.
10. Support and work with the carers/relatives/friends of service users in meeting the needs of individual service users and ensure the service is part of the local community and that the community is involved in the daily provision of the service.
11. Undertake training and acquire appropriate qualifications, as required by relevant registering bodies and the City Council
12. Assist tenants in accessing activities both inside and outside their accommodation, according to their needs and wishes.
13. Assist tenants with those tasks included in the tenants' housing support plans, along with other tasks that tenants may require within the scope of housing support.
14. Assist both management and tenants with the arrangement of property maintenance in order to maintain the fabric of the buildings.
15. Undertake personal care tasks as defined within the service delivery plan and as required, and in unplanned situations protect tenants' dignity and safety. Participate in therapy and treatment programmes, as appropriate.
16. Assist tenants to meet their dietary needs, as required, helping to prepare light meals as necessary.
17. Assist tenants in the following areas:
  - Maintaining the security of their home, including locking windows/doors and setting security systems.
  - Maintaining the safety of their home, including the repair of appliances and ensuring fire safety.
  - Complying with the terms of the tenancy, including getting on with neighbours and helping with budgeting and cash handling.
18. Participate in providing reports on individuals or groups of service users.
19. Assist service users in the ordering, safe storage and taking of medication, in accordance with the individual service delivery plan and the medication policy.
20. Any other duties and responsibilities within the range of the salary grade.

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

- To identify hazards, initiate risk assessments, record the significant findings and implement any necessary control measures
- To check and document that the working environment is safe; equipment, products and materials are used safely; that health and safety procedures are effective and complied with and that any necessary remedial action is taken
- To inform, instruct, train, supervise and communicate with employees and provide them with equipment, materials and clothing as is necessary to enable them to work safely; to complete the health and safety induction checklist for all new employees at the commencement of their employment

- To report all accidents, incidents and near miss events, undertake an investigation into the cause and take appropriate remedial action to prevent recurrence

The post holders 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 inform, instruct, train, supervise and communicate with employees and provide them copies of appropriate guidance such that all employees are aware of what may constitute abuse or neglect of children or vulnerable adults, are aware of their duty to report such concerns and comply with this duty
- To report all concerns about potential abuse or neglect of children or vulnerable adults that are brought to their attention to the appropriate officers within the council as described in current policies

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:**

**Reviewed:** March 2021

**Updated:**



Coventry City Council

## Person Specification

<b>Job Title:</b>	Support Assistant	<b>Job Number:</b>	
<b>Division/Section/Group/Team:</b>	Adults Internally Provided Services	<b>Grade:</b>	Grade 3
<b>Location:</b>	Housing with Care City wide		

	Job Requirements
<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• An insight into the needs of people, e.g. physical, social and emotional.</li><li>• Understanding of the principles of equality in service provision.</li><li>• The types of intervention that promote independence.</li><li>• Basic knowledge of Health and Safety legislation</li></ul>
<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Able to demonstrate a positive attitude to the principles of the provision of a quality service.</li><li>• Ability to provide personal care.</li><li>• Ability to communicate verbally and write short accurate reports.</li><li>• Be a good listener.</li><li>• A positive attitude towards clients' rights and individuality.</li><li>• Basic domestic skills, e.g. cleaning and preparing simple snacks.</li><li>• Supporting people to take medication.</li><li>• Able to make informed decisions.</li><li>• Able to recognise "at risk" situations, eg. health and safety, and deal with appropriately</li><li>• Able to follow detailed instructions and service delivery plans.</li><li>• Able to accept the need for training and to be able to put theory into practice.</li></ul>
<b>Experience:</b>	<ul style="list-style-type: none"><li>• Providing services to vulnerable people; or</li><li>• Working in a social care setting; or</li><li>• Being in a caring or supporting role.</li></ul>

<b>Educational:</b>	<ul style="list-style-type: none"> <li>NVQ level 2 in care (or ability to undertake NVQ level 2) or equivalent.</li> </ul>
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<b>Special Requirements:</b>	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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**Reviewed:** March 2021

**Updated:**