



Ealing Mencap - Job Description

Job Title:	1:1 Personal Assistant
Responsible to:	Registered Manager
Responsible For:	Specific person with learning disabilities
Salary:	£10.58 per hour
Hours:	Dependent on individuals care and support needs
Contract:	Permanent

Overall Purpose of the Job:

- To provide the highest quality personalised care and support for an adult or child with learning disabilities and/or complex needs in their own home and their community.
- To provide care and support designed to meet the specific needs, wishes and expectations of the individual and where appropriate their family.
- To encourage and enable the individual to have increased choice and control over their life and the way they are supported to achieve their desired outcomes.

Main Duties and Responsibilities are:

- Ensure the well-being, safety and welfare of the customer at all times.
- Deliver tailored care and support, including assistance with personal care, in the home and in the community.
- Promote and enable the customer (and where appropriate their families) to be included and involved in all aspects of their care and support.
- Organise and communicate care arrangements with the individual (and where appropriate their family and the registered manager) to best meet their needs, wishes and expectations.
- Provide flexibility in terms of hours of work and tasks undertaken to best support the individual to lead their life as they choose.

- Maintain strong professional relationships and boundaries with the individual, their families and others involved in their life to ensure the highest quality of service.
- Support the individual to gain new skills and increase confidence in the areas of independent living, life skills, socialisation, health and wellbeing according to their needs and expectations.
- Complete and maintain accurate records of care provided including daily logs, personal files, personal profiles, risk assessments and outcomes.
- Report and liaise with the Registered Manager regarding accidents, incidents, near misses, safe-guarding concerns and other significant events.
- Adhere to Care Quality Commission and Ealing Mencap best practice policies and procedures.
- Act in the best interests of the individual and the organisation at all times.
- Promote equality and inclusion for people with learning disabilities in society.

This job description is not an exhaustive list of duties and should only be seen as a general guide. As duties and responsibilities of this post may change and develop over time, this job description is subject to amendment.

Ealing Mencap - Person Specification

Job Title: Allocated 1:1 Personal Assistant

To apply for this job you must be able to demonstrate and state on your application form how you meet the criteria below. Please address in turn as many points as you feel relevant.

Essential

Qualification/ Experience

- 3 years working with adults or children with learning disabilities including those with autism and complex needs
- Lone-working
- Grade C or above in English and Maths GCSE or equivalent
- Care Certificate and or NVQ/QCF/RQF Level 3 in Health and Social Care
- Strong verbal communication
- Working in a CQC regulated service

Knowledge/skills

- Learning disabilities and their possible impact on individuals, their life choices and their families
- Best practice in delivery of care and support
- Legislation including Safeguarding, Health and Safety, Managing Risks, Mental Capacity Act, DOLS and Disability Discrimination
- Personalisation, choice and control
- Outcomes based services
- Maintaining professional boundaries with individuals and their families
- Including and involving individuals in the design and delivery of their care and support

Circumstances (e.g.: W/E work, travel...)

- Available and willing to work between the hours of 7am and 11pm on stated days
- Available and willing to work between 1.5 hrs and 8 hrs on stated days
- Able and willing to travel to locations in Ealing
- Flexible and accommodating to meet customer needs and wishes

DESIRABLE:

Qualification/ Experience

- Previous experience working as a Personal Assistant for an adult or child with learning disabilities
- Training in Autism, management of epilepsy or diabetes and other relevant conditions

Knowledge/skills

- Competence in additional community language or BSL/Makaton

EALING MENCAP VALUES

Brave

- Looks after own mental and physical health (to avoid burn out)
- Demonstrates passion and enthusiasm for their work, working in partnership with colleagues, managers, customers, parents and others.
- Staff understand what expectations are required of them in terms of team behaviours and performance. Conflict is recognised and dealt with swiftly.
- When change is needed, it is communicated, consulted on and the need for it explained. Staff implement and support each other with change.

Respectful

- Treats customers with respect, dignity, compassion, patience and honesty regardless of religion, culture, age, level or nature of disability, gender, gender reassignment, sexual orientation or race. Demonstrates a respectful, calm manner where personal care, conflict and other sensitive issues arise.
- Listens to each customer as a unique individual. Gets to know them, their choices, interests and preferences. Uses this information to develop customer -focused activities and / or services.
- Listens actively and encourages others to express their views, demonstrates respect for the contribution of others.
- Avoids engaging in negative gossip, is non - judgmental and keeps private issues confidential, except where the matter relates to safeguarding - including the well-being of the individual concerned. Suggests win-win compromise to avert conflict.

Approachable

- Shares information, resources, expertise and knowledge with other staff members. Makes self-available to others to provide support and assistance

(open door policy /accessible to all staff including those working outside of normal office hours).

- Presents self professionally and positively.
- Responsive and flexible - aware of what is happening and the needs of others; adapts response accordingly.
- Listens actively and encourages others to express their views, demonstrates respect for the contribution of others.

Innovative

- Takes the initiative to improve services and activities: measures improvements via customer feedback and achievement of outcomes.
- According to individual skills, experience and role either delegates, organises or shares tasks as appropriate.
- Takes a “can do” approach to overcome challenges and come up with constructive and creative solutions. Works on own initiative to achieve tasks.
- Coaches or pairs up with individuals to develop expertise and help everyone to achieve their best. Supporting each other and supporting the organisation to meet its objectives.