

JOB DESCRIPTION

- JOB TITLE:** Personal Assistant/Support Worker
- RESPONSIBLE TO:** The client's mother and father in the first instance and upwards of that Helen Stevenson, Case Manager
- EMPLOYED BY:** Penningtons Solicitors acting as Deputy on behalf of the Client

MAIN PURPOSE AND SCOPE OF THE JOB

To support and assist the client in all aspects of her life, ensuring that she remains fit and healthy and that she leads a fulfilling and active life.

To work with the client in a facilitative role, enabling her integration into the community, supporting her day-to-day needs and resourcing suitable local facilities for social integration and educational needs.

Key Working Relationships

- A.** Develop a rapport with the client and maintain a constructive and objective relationship with her.
- B.** Become acquainted with the client's family and extended family, appreciating their roles in supporting her.
- C.** Communicate with the Case Manager as to any matters of concern.
- D.** Liaise with other carers and relevant professionals, and/or organisations when necessary.
- E.** Develop a good working relationship with her therapists, to listen carefully to training given and ask appropriate questions.

Key Tasks

- To follow care and rehabilitation approaches, being aware of the client's mental and physical limitations and promoting her well-being, comfort, and safety at all times.
- To engage and work with the client in providing and following plans and structure for the week.

- To enable the client to maintain and develop a good quality of life and be able to access appropriate leisure activities.
- To support the client in the maintenance of her role in the family.
- To communicate with family members and relevant professionals as necessary.
- To support the client in the use of any specialist rehabilitation equipment that her therapists suggest that she uses.
- To carry out her day to day therapy as instructed by her therapists.
- To communicate with and support other carers in the team, taking responsibility for the completion of the administration and paperwork necessary in their post as directed by the Case Manager.

- **Main Duties and Responsibilities**

- Ensure awareness of the repercussion and problems caused by the client's additional needs.
- Allow the client a freedom of choice and the opportunity to further develop her independence skills when appropriate and as directed by her therapists.
- Maintain a positive yet realistic approach to the client, offering support and encouragement when needed.
- Be aware of exercises and techniques recommended by therapists working with the client and establish a routine in daily life with her using these.
- Manage all of the client's personal care needs.
- To clean up after the client as may be appropriate in the management of her personal care needs.
- Be prepared to drive/escort the client to activities as needed.
- Encourage the client to participate in activities as much as practicably possible and take part yourself when appropriate.

- Investigate local resources and establish communication networks to suggest appropriate activities to do with the client and then undertake these activities with the agreement of her parents.
- Respect the need for confidentiality when possessing knowledge of a private and personal nature concerning the client and her family.
- Endeavour to maintain a professional and cordial relationship with the client's family, not becoming personally involved in affairs and reporting matters of concern to the Case Manager.
- In the absence of her parents, to communicate with professionals and organisations on her behalf.
- To support the client by working sleeping/waking night shifts if her parents/family members are not available.
- When unsure of appropriate action to take, contact the Case Manager for advice.
- Communicate with, and support other carers in the team through handovers, team meetings, use of the diary etc.
- Maintain a diary of appointments etc.
- Maintain a telephone book of contact names and addresses, e.g. GP, Case Manager, clubs, relatives and friends.
- Use established recording systems and assist in developing the same to ensure good documentation and handover of relevant details to others.
- Keep copies of her therapy goals and notes of her progress as appropriate.

Supporting Client

- To assist the client with all aspects of personal care and daily living skills in accordance with her individual support plan.
- Monitor her health care needs and be able to recognise, respond to and report any signs of ill health.
- To provide encouragement, reassurance and comfort in times of discomfort, distress or ill health.

- To organise and provide the client with various recreational, educational and social activities both at home and accompany her to access a variety of activities in the community.
- To be able to recognize what the client is trying to communicate and act accordingly.
- To escort the client on family outings, medical appointments and holidays.
- To encourage the client and her family to spend quality time together and engage in activities.
- To create in conjunction with other members of the team, a caring and supportive atmosphere in which growth and independence are encouraged by maintaining a supportive and positive role.
- There is a lot of manual handling involved in assisting the client, including her wheelchair and other mechanical aids (hoist, stander, walker).

Continuous Personal Development

- To attend all training opportunities relevant to the job role.
- To fully participate in supervisions and appraisals.
- To attend and contribute to any organised meetings.

General Responsibilities

- To maintain accurate, concise, up-to-date and timely records within her daily log and ensure medication and seizure records are kept up-to-date.
- To report any concerns that you may have to her parents.
- To monitor stock levels and manage the order of her equipment.
- Undertake a variety of household and infection control tasks (washing, ironing, cleaning) as required.
- To communicate effectively and professionally in providing a competent handover to other members of the team.
- To be punctual for shifts, so that an appropriate handover can be given.
- Ensure all duties are carried out in accordance with health and safety regulations and CCMS policies and procedures.

Part of your role is to carry out any reasonable request.

Please acknowledge that you have received the Personal Assistant/Support Worker Job Description outlining the responsibilities of a Personal Assistant/Support Worker which will be discussed in more detail as part of your training.

*Please note: Community Case Management Services Ltd are not the Employer nor should we be referred to as such.

Signed

Date