

## **JOB DESCRIPTION**

**Job Description:** Personal Assistant/Support Worker

**Responsible To:** Case Manager

It is the job of the support worker to assist the employer in all areas of personal and domestic need and to act as an escort and aid to the employer's social and day to day activities.

By providing assistance at the right time, the employer is enabled to lead an individual and independent lifestyle, in their own home, within the community.

The support worker should understand their role in facilitating the self-defined needs of the employer. They should feel confident to ask what the employer's needs are, listen to their needs and to interpret them correctly. The support worker will have guidance and work alongside other professionals involved (school, college, occupational therapist, physiotherapist, mental health services).

The support worker should be able to support the employer with outdoor activities, access public transport, walking and supervise a fitness gym programme. The support worker does not have to be a strong person physically to do the job well. However, general good health is important.

### **Personal requirements**

- ❖ Prompting with daily routine.
- ❖ With dressing and undressing.
- ❖ Assisting and planning public transport journeys.
- ❖ Assisting with money management.
- ❖ General domestic duties, as required.
- ❖ Food preparation.
- ❖ Accompanying to therapy appointments.
- ❖ Supporting with outdoor activities, sports, gym and walking.
- ❖ Enabling the employer to carry out any chosen activity, whether inside or outside their home, by carrying out any other requests which they may reasonably make.

Note: Needs will vary daily and the support worker duties and tasks will fluctuate accordingly.

### **Support Worker responsibilities**

As far as possible resolve any questions regarding the task prior to beginning work.

Arrive at the agreed time ready to work. Give notification if you are going to be more than ten minutes late.

It is important to establish a close working relationship when working on a one-to-one basis. If any problems arise it is important to discuss and resolve them as soon as possible. Be as open in your communication as possible.

Confidentiality: respect the privacy of the person you are working with. Many problems can arise from casual conversation about the help and assistance you might give. Try to maintain a professional approach at all times.

Attitude: appreciate the strains and stresses involved for the employer and the effect that this can have on the acceptance of help. Understand that the preservation of dignity and independence is important.

### **Learning the tasks involved**

For the most part, areas of assistance can be learned and familiarised through the assistant and disabled person working together. Where required, practical training and guidance will be provided. Education around Autism.

### **Points to bear in mind**

Support Worker should respect the possessions of and equipment in the employer's home. Use of the telephone, television, radio, etc. should only be with the employer's prior consent.

Personal assistants should also respect the relationships of the employer with other household members and with visitors. Joining in at social occasions etc. should be at the invitation of the employer.

### **Qualifications and personal qualities required**

Personal assistants should be:

- ❖ Reliable and trustworthy.
- ❖ Able to accept responsibility.
- ❖ Able to work on their own and work with initiative as the occasion arises.
- ❖ Clean and have no unhygienic habits.
- ❖ Willing to learn the job well.
- ❖ Diligent.
- ❖ Conscientious.
- ❖ Flexible.
- ❖ Sensitive.
- ❖ Good communication skills with professionals.
- ❖ Follow risk assessments in place.
- ❖ Must be ok with dogs.

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

Please acknowledge that you have received the Support Worker Job Description outlining the responsibilities of a 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 .....