



WOULD YOU LIKE TO BE A PERSONAL ASSISTANT?

Please have a read through the following information and the Job Description and Person Specification. Think about if joining our great team is right for you!!

ABOUT US!!

Watford Mencap is a charity, we are one of the largest Mencap societies in the UK with a long-established history of providing high quality social care services to people with learning disabilities and their families in South West Herts.

We have worked hard in the last 5 years to make our services efficient as well as really focused on the person. We have a strong business model that is very sustainable and diverse. Our work has expanded and we are trying new things and **idea's across all of the organisation, while keeping everything** we do about meeting the diverse needs of the people we support, people with learning disabilities and their families, here in South West Herts. We currently employ 120 staff, have over 140 volunteers and provide support and services to over 500 people.

This is an exciting time to be joining the organisation and you will play an important role in working collaboratively, with the people we support, their families and friends to find new ways of working, **to meet people's personal needs and wishes.** Working as a Personal Assesstant (PA) is both varied and rewarding, and offers you the opportunity to be part of a new model within social care.

As an employer, we have accreditation to Investors in People and provide employees with access to a full range of professional and personal development opportunities. This includes induction and training programmes, recognised qualifications, regular supervisions and annual appraisal, as well as coaching and mentoring, we value our workers and have a range of Staff Benefits as well as a competitive salary, to make it work in the long term.

Family members and partner organisations are hugely supportive and involved in these innovative services and will actively work in alongside you sharing knowledge and information to assist you in your role.

We offer excellent terms and conditions of employment.

OUR VALUES

We are **INCLUSIVE**. People with learning disabilities are at the heart of everything we do.

We are **RESPECTFUL**. We work in a person centred way, whilst listening to the views of all.

We are **WELCOMING**. We are approachable and value all.

We are **PROGRESSIVE**. We promote learning to support everyone to achieve their potential.

We are **CHALLENGING**. Through our work we will push the boundaries for individuals, organisations and society.

INTRODUCTION

Supported Living Services support people as individuals but also to provide shared support to two or more people who share a home and enjoy similar interests. Each person we support has their own unique goals and is supported by people they know and trust to reach these in their own way.



PA's will work with individuals who are using personalised packages of support and personal budgets to have greater choice and control over their lives and the services they use. These posts require a high degree of flexibility to ensure each individual is supported in a way that best suits their particular needs and wishes and enables them to enjoy living their life as they choose.

These posts involve lone-working in the home and the community and are line-managed remotely. All posts require working outside standard working hours including working either Saturdays or Sundays and covering a rota for sleep ins.

As a Personal Assistant you will receive support and leadership from both your manager and the team leader working in your area.

Core Duties and Responsibilities: **Personal Assistants (PA's)**

No two days will be the same. You will enjoy lots of variety and support people in the following ways:



1. To facilitate increased independence by encouraging and supporting participation in daily living activities and opportunities and assisting them to learn new skills.

For example:

- Support people to shop for things they wish to buy
- Support to look after their home. Housework and laundry.
- Support with managing their own money
- Supporting to access employment and leisure.
- Help with arranging travel and holidays

2. To assist people to gain confidence by listening so that they may lead their own support. They can enjoy the full benefits of increased choice and control to realise their potential.

4. To work with people with learning disabilities, their families, team members and partner organisations to ensure that support is tailored to meet individual's specific needs and wishes.
5. To co-ordinate and facilitate access to a range of full life opportunities based on the preferences and direction of the person to enable them to learn skills, develop their interests and enjoy new experiences.
6. To use a range of communication methods and IT to assist the people you support to make informed decisions and choices about the issues affecting their lives and promote person centred support.
7. To contribute to the smooth running of this Watford Mencap service through effective and sensitive communication with the people you support, your colleagues, family members, partner organisations and wider Watford Mencap departments.
8. To support and encourage and teach people to maintain personal and intimate care as required. Support if necessary to dress, shower, bathe and use the toilet etc.
9. To work within the organisation **and the service's policies and procedures**, maintaining records and reports accordingly.
10. To preserve and respect the dignity and privacy of the individuals you support, and their families, and observe confidentiality at all times.
11. To attend team meetings, supervisions, appraisals and training as requested and required.
12. To follow best practice guidance regarding Safeguarding, Care Quality Commission, Health and Safety, Fire Safety and managing risks legislation to promote independence.
13. Be prepared to work flexibly. This is a 24 hour 7day service and we work on a rota basis to ensure cover.
14. To support anti-discrimination policies and procedures and promote equality of opportunity at all times.
15. To undertake such additional duties appropriate to the post as required and **supporting the organisation's wider goals** as directed by your line-manager.

The following information tells you about the values, qualities and abilities we are looking for. Please explain in your application form how you think you can fit the bill!



Core Person Specification: Personal Assistants **(PA's)**

INCLUSIVE

- You are committed to our values and can provide high quality person centred support to empower people, particularly those with learning disabilities.

RESPECTFUL

- You can support people in a way that respects choice, dignity, respect and privacy.
- You can form and maintain effective professional working relationships with people being supported, family members, colleagues and partner organisations.
- You are able to work flexibly and respond to changes in the workload when necessary
- You can exercise confidentiality when dealing with people with a learning disability. For example financial and personal details

WELCOMING

- You can communicate effectively and sensitively with different people. You are able to communicate clearly and have the ability to adapt what you say and how you say it so that each person can understand you.

PROGRESSIVE

- You are keen to learn new things and develop your knowledge in whatever way helps people with a learning disability

CHALLENGING

- You will have a good understanding of the barriers to independence faced by people with a learning disability and will have the ability to challenge where needed.

Other requirements

- You have basic IT skills and can use a computer to access e learning and deal with Word documents and forms
- You have adequate literacy and numeracy skills for basic forms, completing handovers, recording medications etc
- You are happy working alone and on your own initiative
- You are willing and able to attend training
- Be prepared to work flexibly. This is a 24 hour 7day service and we work on a rota basis to ensure cover.

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