

JOB DESCRIPTION

Job Title:	Support Assistant
Directorate:	Care & Support Directorate
Responsible to:	Scheme Manager(s)
Job Purpose:	To deliver care and support services which promote the welfare and wellbeing of residents/tenants and safeguard them from harm.

Principal Duties and Responsibilities

Assist in meeting all of the personal and practical care and support needs of residents/tenants. Participate in day-to-day activities of the Scheme to meet the needs of those who live there. Help promote residents/tenants participation in the life of the Scheme.

1.0 Best Practice

- 1.1 Report any maintenance problems swiftly to ensure a high standard of health and safety and compliance with regulations.
- 1.2 Participate in staff meetings and training activities provided to ensure tasks are completed to a high standard and comply with best practice.

2.0 Main Tasks

- 2.1 Aware of the “package” of care and/or support which is tailored to meet the individual resident’s/tenant’s needs, both physically and mentally, and respond accordingly, always affording dignity, respect and choice to the individual.
- 2.2 Give residents/tenants the opportunity to participate in all activities of daily living to promote their independence, self esteem and sense of fulfilment
- 2.3 Assist those residents/tenants who require help with dressing, undressing, bathing, toileting including assisting those who may be incontinent of urine/faeces.
- 2.4 Help residents/tenants with mobility difficulties, or other physical disabilities and help in the use and care of aids and other personal equipment.
- 2.5 Provide support and care for residents/tenants who are terminally ill and provide end of life care to those who are suffering from long term illness,
- 2.6 Ensure that the resident/tenants accommodation is always clean, tidy and provides a safe environment in which to live. This will include laundry and the management of soiled laundry, ensuring this is transported safely to the laundry.
- 2.7 Inspect, launder and mend if appropriate residents/tenants clothing.
- 2.8 Support residents/tenants to ensure that their daily dietary needs are met. This may include assisting to set dining places, serving or support with the preparation of meals, drinks and snacks and help any residents/tenants who may require extra assistance at mealtimes or throughout the day.
- 2.9 Provide a high level of customer service at all times. This includes welcoming visitors to the scheme, answering the telephone and responding to emergency calls in a professional manner.
- 2.10 Discuss with, and encourage residents/tenants to take part in activities and to assist in facilitating activities to meet the physical and cognitive needs of residents/tenants. This

may include participating in activities and organising trips etc both inhouse and within the local community.

- 2.11 Read and complete daily reports, take part in staff and residents'/tenants' meetings and attend training activities, as required by the Scheme Manager.
- 2.12 Undertake other duties as designated by the Scheme Manager which are consistent with the posts' role and grade.

3.0 General

- 3.1 Maintain a safe working environment and report maintenance problems immediately and to ensure that personal behaviour and action does not endanger or pose a risk to people or property.
- 3.2 Be aware and work in accordance with Radius's policies and procedures.
- 3.3 Be responsible for carrying out specific tasks in accordance with Radius's Health & Safety at Work policies.
- 3.4 Act in accordance with Radius's Dignity at work policy.

This post is based at the Scheme. However, due to the nature of the Association's stock, this post has a mobility clause in that the post holder must be prepared to work as directed and support as and when required other schemes. The post is also subject to flexible working and will require some working outside of normal business hours.

All Radius employees have a personal responsibility to promote and to support measures designed to create a working environment that is free from harassment or discrimination on the grounds of gender including gender reassignment, pregnancy or maternity, marital or civil partnership status, sexual orientation, race or ethnic origin, religious belief, political opinion, national identity, age, disability or whether or not they have dependants.

This job description is not exhaustive and may be amended to facilitate changes in the better organisation of Radius's activities and following consultation with the Job Holder.

Radius operates a 'No Smoking' policy which includes the use of devices such as e-cigarettes.

Support Assistant - Person Specification







ESSENTIAL CRITERIA (demonstrate on application form)	
1	Minimum of 6 months experience (within the last 5 years) of providing care/support in a paid or voluntary capacity.
2	Knowledge and understanding of the care and support needs of adults.
DESIRABLE CRITERIA (demonstrate on application form)	
1	12 months experience (within the last 5 years) of providing care/support for older people in a paid or voluntary capacity.
2	Knowledge and understanding of care planning.
3	Experience of working in a formal care setting.
4	QCF/NVQ Level 2 in Care.
SPECIALIST KNOWLEDGE (tested at interview)	
<ul style="list-style-type: none"> • Experience of personal care tasks • Knowledge of the care and support needs of older people • Knowledge of dementia and or learning disability 	

Please note:

- Applicants will be required to provide confirmation of relevant qualifications / memberships at interview.
- Successful candidates will be required to register with NISCC within 2 weeks of receipt of employment offer (if not already registered).
- Radius has carried out a risk assessment into the duties performed by a Care Assistant/Support Worker and as such deems this post to be unsuitable for persons under the age of 18.
- Successful applicants will be required to complete an Enhanced Disclosure Check. Having a criminal conviction will not necessarily debar an applicant from working with the Association. Disclosure information will be handled in line with the Access NI Code of Practice and the Rehabilitation of Offenders (NI) Order 1978.
- Radius reserves the right to shortlist on the desirable criteria if necessary.

CORE COMPETENCIES

At Radius, we put our customers at the centre of all we do. The overall purpose of the Association is to make a positive difference by providing homes, support and care for people, building neighbourhoods and empowering communities. Our values are aligned to this and focus us on what we are about. The behaviours we want our employees to have are outlined below and will help us deliver a quality service to our customers.

Competency	Definition
 Setting Direction Change and Continuous Improvement	<p>Radius employees will have initiative, be innovative and seek out opportunities to create effective change. They will learn from what has worked as well as what has not, being open to change and improvement and working in 'smarter' more focused ways.</p> <p>For leaders, it is about creating and encouraging a culture of innovation and allowing people to consider and take informed decisions.</p>
 Setting Direction Leading and communicating	<p>Radius employees will have pride and show enthusiasm for the services they provide, communicating purpose and direction with clarity and openness. They will support the principles of fairness of opportunity for all.</p> <p>For leaders, it is about being visible, establishing a strong direction and future vision; managing and engaging with people in a straightforward, truthful, and open way.</p>
 Delivering Results Managing Performance	<p>Radius employees will have a focus on delivering timely performance, taking responsibility and accountability for quality outcomes. They will work to agreed goals and activities, and deal with challenges in a responsive and constructive way.</p> <p>For leaders, it is about setting clear, aligned performance goals and objectives for self, others and the organisation.</p>
 Delivering Results Customer Focus	<p>Radius employees will establish the needs of customers and strive to ensure that these are met. They will understand the needs and expectations of customers to enable the effective delivery and development of an appropriate quality service which exceeds customer expectations.</p> <p>For leaders it is about seeking feedback, involving customers and consulting broadly on customer needs</p>
 Engaging People Working with Others	<p>Radius employees will work collaboratively, sharing information appropriately and building supportive, trusting and professional relationships with colleagues.</p> <p>For leaders it is about being approachable, delivering business objectives through creating an inclusive environment, welcoming challenge however uncomfortable.</p>
 Engaging People Valuing Equality and Diversity	<p>Radius employees will treat everyone with professional and personal respect, behaving ethically and with integrity and promoting fairness and recognising the value of diversity.</p> <p>For leaders it is about creating a work culture and practices that recognise, respect, and value diversity for the benefit of the association.</p>