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| **Job title:** Support Assistant |
| **Reports to:**Community Services Deputy Manager  | **Reporting to job holder:** Not Applicable |
| **Overall purpose:**To deliver high quality, customer focused and person-centred services to the Ben Centre customers which maximises their individual independence, dignity, choice and quality of life within a safe and secure environment, both building based and within the wider community. To contribute to the continuous improvement and development of services and to meet the needs of current and prospective customers.  |
| **Principal accountabilities:****Planning and organising*** To deliver and maintain a person-centred culture and approach which is of high quality, customer focused and maximises individual’s independence and quality of life.
* To deliver a person-centred service which meets its customers personal, social and emotional needs ensuring their involvement in all aspects of their well-being.
* To encourage and support customers to participate in activities and engagement opportunities that are person centred and specific to resident’s level of physical, emotional and cognitive abilities.
* To provide an appropriate level of assistance to residents in respect to their personal care needs, whilst maintaining maximum independence for customers.
* To remind customers to administer their own medication, in compliance with current legislative requirements when assessed as competent to do so.
* To support customers to develop a calendar of social events as well as life skills activities around their own needs, interests and skills. And to support and encourage participation of activities.
* To provide a balance of building-based activities along with community-based activities.
* To promote choice, preferences and independence with customers.
* To maintain accurate person-centred support plans for customers using database management systems provided.
* To undertake key worker role and to ensure key worker responsibilities are met to ensure risk assessments, needs assessments, reviews, medical records, support plans and peeps are all up to date and other records as directed by the Community Services Deputy Manager and Community Engagement Manager.
* To keep in regular contact with relatives and carers.
* To participate in social interaction with residents at all times.
* To participate in the implementation of quality assurance programmes within the services which the post holder operates as required.
* To have a full UK driving licence to be able to drive vehicles provided by the organisation to access community-based activities throughout the day with customers.
* To support new customers and their families to settle in, to reassure them and to give them confidence in the service.

**Business focus*** To comply with current Fire, Health & Safety at Work, Environmental Health and associated legislation by observing Ben’s policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required.
* To work within the required Care Quality Commission (CQC) standards, Ben policies and procedures and any other identified standards at all times.
* To follow current infection control guidelines to minimise risk to all stakeholders.
* To identity and report any incidents of alleged or known abuse by or to any customer, complying with Ben’s Safeguarding guidelines and reporting procedures.
* To comply with Ben’s protocols and requirements on maintaining confidentiality and work within GDPR guidelines.

**Communication*** To ensure all communications and interactions with customers, relatives and other stakeholders is effective, sensitive and professional.
* To maintain effective communication and collaboration with GP’s, other medical professionals, the wider multi-disciplinary team and other outside agencies to meet customers, social, emotional, health and welfare needs.
* To maintain effective communication and collaboration with external partners in the community to establish and sustain positive links.
* Report any risk or hazards to ensure the cleanliness and safe environment without delay.
* To keep daily records of members up to date using online systems and report any concerns to Community Services Deputy Manager or Community Engagement Manager and seek guidance and assistance on the appropriate course of action to implement.
* To report immediately or as soon as reasonably practical any complaints, accidents or incidents involving colleagues, residents or visitors.
* Develop with customers a weekly programme of activities which is disseminated to relatives and carers.

**Managing performance*** To support the maintenance of a performance and service excellence culture.
* To participate in the assessment and evaluation of the quality and effectiveness of the service provided to customers and contribute to the development and implementation of service/standard improvement plans as required.
* To support, assist and mentor new starters as required.
* To use the workforce management web-based system efficiently and correctly to manage absence, annual leave and sickness.
* To use the workforce management web-based system to punch in and out on a daily basis.
* To engage inContinuous Professional Development (CPD) opportunities, including community engagement and connection approaches.

**Stakeholder Relationships*** Represent Ben and the Centre in a positive manner, and where appropriate, liaising with relatives, friends, carers, community groups and other professionals and agencies.
* To support the Community Services Deputy Manager to increase the membership through positive case studies and feedback.

**Achieving Customer Service Excellence*** To support the delivery of a consistently positive service which is evidenced through audits, feedback and tracking change and impact.
* To recognise individual customers rights to dignity, privacy, choice and confidentiality.
* To value, support and encourage diversity and equality of opportunity for our customers and colleagues.

**Additional duties*** To attend meetings and training sessions as required to support continuous learning and development and performance improvement.
* To contribute to the effective, efficient and safe operation of the Centre by working in different areas within the Centre and across the organisation, when required.
* To undertake any other duties specified from time to time by the Community Services Deputy Manager or Community Engagement Manager.
* To work at other sites and services as and when required.
* To undertake any other duties specified from time to time by the Community Services Deputy Manager or Community Engagement Manager.

**This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.** |
| **Deliverables – Key measures:****Planning and organising*** To contribute to the delivery of the service following person centred principles and practice to ensures that customers physical, social and emotional needs are met whilst ensuring their dignity, choice, and independence are maintained at all times.
* To participate, as required in audits and quality assurance programmes to evaluate standards of service delivered to customers.
* To undertake assessments and produce support plans which meet identified customer needs based on a person-centred approach.
* To have the appropriate skills, knowledge and understanding to work to person centred principles and practices.
* Excellent standards and practices are maintained at all times.

**Business focus*** To assist in the effective reporting and recording systems to ensure accuracy and maintained to support a healthy, safe and secure environment for customers, colleagues and all stakeholders within the community.
* To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met to support decisions made and that they are of least risk.
* Problems are avoided due to policies and procedures being followed.
* Safeguarding issues are identified and reported in a timely manner and in line with legislative and organisational requirements.

**Communication*** Regular and effective communication with customers, their relatives and the wider multi-disciplinary team results in a safe and secure environment for members to be as independent as possible and ensures a positive customer experience.
* Excellent working relationships are maintained with other professionals and agencies to provide a welcoming, safe and secure environment for customers and visitors.
* Excellent relationship building and positive communication within local communities and organisations to identify opportunities and to maintain a full service of customers.
* Customers, relatives and other stakeholders are informed about the service.

**Managing performance*** To support the delivery of agreed service/quality improvements for the service within agreed timescales.
* New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues\concerns in a timely manner.

**Stakeholder Relationships*** Stakeholders experience professional, positive and helpful interactions with Ben colleagues.

**Achieving Customer Service Excellence*** To contribute to the delivery of a consistent high-quality service to customers, their relatives and friends, ensuring the centre is viewed in a positive way.
* Customers and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

**Additional duties*** Accept ad hoc tasks/duties as required.
* To support at different Ben sites as and when required.
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| **PRIDE values**To embody and deliver the role of Carer in line with our values:**Passionate****Respectful****Inclusive****Driven****Empowered** |
| **Experience required:**Experience of supporting isolated and vulnerable people in the community to reduce social isolation is desirable although not essential.Experience in maintaining case files on an online management system is essential. Experience of conducting assessments and support planning Experience of putting customers at the heart of the service delivery is essential.  | **Technical Knowledge:**Demonstrate an understanding of the role of a support assistant to reduce social isolation through community connections. Demonstrate an understanding of the principles of person-centred approaches in the community. Knowledge of basic cooking skills. Knowledge of Coventry and the local communities within the city. Full UK Driving Licence required to drive organisational vehicles including minibuses and cars.Demonstrate basic knowledge of IT skills, which can be developed with training.  |
| **Other significant role requirements:** * Demonstrate the Core Behaviours for the role on appointment or following successful completion of induction\probationary period.
* Ability to deliver a service to customers which meets their needs in a sensitive and respectful manner, and which maintains a maximum level of independence.
* Able to work in partnership with customers, relatives and other professionals to achieve positive outcomes.
* Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues.
* Literacy and numeracy skills to read and understand procedures, produce reports and other documents and undertake routine as well as more complex administration tasks accurately.
* Effective interpersonal skills to build and maintain positive working relationships with customers, colleagues and other visitors to the centre.
* Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.
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| **Date updated: 24/08/2020** |