

Job Description



Job Title: Support Assistant	Service Area: Adult Day Services	
Directorate: Adults & Health	Post Number: Fusion	Evaluation Number: 7394
Grade: Scale 4	Date last updated: 24th September 2024	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

To assist and enable people to participate in activities which help them achieve their outcomes and objectives, personal goals and aspirations, as agreed in their individual plans.

To directly provide support to people requiring physical and/or emotional care or support in a way that respects the dignity and respect.

To communicate effectively with people, including those using the service, their carers and others, as required.

Job Context

1. The post holder will report to a named Senior Support Officer or Support Officer.
2. The post holder will have no line management responsibility.
3. The post holder under the direction senior support worker and the support worker to provide one to one support for people who may challenge the service.
4. The post holder will work in fixed settings either in the resource centre or any other appropriate community setting.

Job Summary

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To directly assist residents, as appropriate, in all aspects of their personal and physical care, in accordance with individual support plans; this may include support with movement, eating and drinking, bathing, toileting and care of customers taken ill during the day.
2. To respect resident's dignity and individuality at all times and ensure their preferences are respected.
3. To assist in group or individual work, as appropriate, to meet the assessed needs of residents.
4. To assist residents that may challenge the service, by providing stimulating activities that are identified on their support plans and to deploy de-escalation strategies agreed by the senior and manager of the service.
4. To write and report on resident's involvement in the activities that they take part in and to contribute to formal review processes, as necessary. To complete such written documentation **as required by LBN policies and procedures, such as daily logs.**
5. To positively participate in staff meetings and groups, training and development, as necessary, respecting the respective roles of colleagues.

6. To assist people in accessing local community resources alongside day service activities.
7. To be sensitive to and actively seek, ways of providing culturally, racially, gender and age appropriate services, ensuring services are provided in an anti-racist, anti-sexist, non-judgmental structure which promotes positive images and experiences.
8. To ensure that customers are listened to, using appropriate forms of communication such as Makaton and BSL.
9. To ensure activities, incidences and other matters requiring documentation are appropriately recorded in accordance with LBN policies and procedures.
10. To adhere to all aspects of health and safety within the work place.
11. To participate in all aspects of mandatory training along with any developmental training that will aid the delivery of the role.
12. Such other duties, within the competence of the post holder, which may be reasonably required.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential	METHOD OF ASSESSMENT
<p>KNOWLEDGE:</p> <p>Knowledge and understanding of the needs of older people and/or people with learning disabilities/other forms of disability or mental health needs.</p> <p>Awareness of the different cultures, values and attitudes of people from a range of backgrounds and an ability to help them without prejudice.</p> <p>Commitment to Equality of Opportunity in the workplace and in the provision of services.</p>	<p>Application and Interview</p> <p>Application and Interview</p> <p>Interview</p>

<p>An understanding of safeguarding adults.</p>	<p>Interview</p>
<p>EDUCATION/QUALIFICATIONS</p> <p>Willingness to undertake the Care Certificate or Level 2 in Health and Social Care.</p> <p>Willingness to undertake any mandatory training needed to support the role.</p>	<p>Application and Interview</p> <p>Interview</p>
<p>SKILLS AND ABILITIES:</p> <p>Basic numeracy and literacy skills.</p> <p>Ability to listen to and communicate with people who use the service.</p> <p>Ability to maintain daily logs and be able to report on the well-being of residents.</p> <p>Ability to respond to the needs of residents and to act promptly and responsibly with support and supervision.</p> <p>Ability to adapt to change and respond to the changing needs/demands of customers and the service.</p> <p>Ability to undertake work when required, including weekdays, evenings, weekends and public holidays as required.</p> <p>Ability to support people whilst enabling them to do as much as possible for themselves.</p> <p>Ability to carry out physical duties, such as providing personal care assistance and moving and handling people including pushing wheelchairs</p>	<p>Application and Test</p> <p>Application and interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Interview</p> <p>Application and Interview</p> <p>Application and Interview</p> <p>Application and Interview</p>

<p>EXPERIENCE:</p> <p>Experience of helping/supporting older people/people with learning disabilities/other disabilities/ other people requiring social care support, either in a formal social care role or informally.</p>	<p>Application Form/ Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Positive approach to opportunity and change. Customer focussed attitude. Ability to respect confidentiality and professional boundaries whilst recognising the need to protect vulnerable people.</p>	<p>Application Form/ Interview</p> <p>Application Form/ Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>This role is subject to an enhanced DBS check</p>	