



SUPPORT ASSISTANT

SWAN HOUSE, MAIDSTONE, KENT

£7.96 PER HOUR, 32.5 HOURS PER WEEK

From preparing, agreeing and monitoring residents care plans to delivering the expert support that they need, including the sensitive delivery of personal care, you will be one of the driving forces behind promoting residents integration and inclusion into the community as well as the unit itself.

Along with being flexible you will be NVQ level 2 qualified or, with our support, willing to study for this qualification. You will be expected to partake in various leisure activities such as supporting residents to go swimming.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 28 days annual leave, pro rata (including bank holidays) and a pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SCG1443.

Closing Date: 5pm on 9th March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.

An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.

Sanctuary Carr-Gomm is a trading name of Sanctuary Housing Association, an exempt charity.



Role Title	Support Assistant
Reporting to	
Role Purpose	To provide a quality support service for clients in line with policies and procedures

Key Result Areas <small>(KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)</small>	Key Elements <small>(Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).</small>	Match to JD
Support the Individual Maximise the independence of the clients	<ul style="list-style-type: none"> • Enable/empower clients to maximise their own potential/ level of independence • Enable clients to access and maintain a level of integration within the wider community • Place clients at the heart of the support provided 	
Provide Support Give support to clients in line with agreed support plans	<ul style="list-style-type: none"> • Work under the supervision of the Manager/Deputy Manager • Maintain choice, privacy, dignity and independence of clients • Establish a relationship with all clients, listen and talk with them to encourage stimulation, independence and daily living skills • Liaise with other staff, report and document relevant issues • Liaise with external agencies to support clients in accessing the support and assistant they need in accordance with the support plan 	
Service to clients Ensure a comfortable environment is maintained	<ul style="list-style-type: none"> • Ensure the environment is maintained to a high standard • Provide appropriate support to the clients in maintaining their own living areas • Support and speak on behalf of clients and families when required • Assist/support clients in making complaints in line with the organisation's Complaints Policy & Procedure • Report clients complaints to the manager • Avoid unnecessary waste of essential supplies and equipment 	
Health & Safety Ensure health and safety requirements are met	<ul style="list-style-type: none"> • Carry out effective support procedures in line with health and safety requirements • Report faults and hazards • Test equipment before use • Adhere to the Health and Safety at Work Act • Where appropriate ensure that infection control procedures are carried out effectively 	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change <i>React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations</i>	1	<ul style="list-style-type: none"> • Understand and recognise need for change • Accept change is ongoing • Be open to new ideas • Look for new and better ways of doing things • Remain focused on goal • Review and monitor systems and make changes if needed • Do not change if the best already exists • Learn from change
Communicate well with others <i>Listen to the needs of others and convey information clearly and accurately</i>	1	<ul style="list-style-type: none"> • Be patient, polite, approachable and helpful • Empathise with people from all backgrounds and cultures • Respect opinions and views of others • Tell the right things to the right people at the right time in the right way • Present written material in a professional way • Use discretion appropriately, maintain confidentiality • Adapt to any special communication needs people have • Use body language effectively and understand its effects on others
Get the best out of self and others <i>Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop</i>	1	<ul style="list-style-type: none"> • Rise to the challenge of doing a difficult task • Show confidence in own ability and expertise • Know own job and know themselves • Share in identifying their own training and development needs and utilise resources e.g. access to training and development/methods • Learn from mistakes • Take constructive criticism positively • Recognise own strengths and weaknesses including any stereo types or prejudices
Impress the customer <i>Ensure service provided consistently meets customer needs</i>	1	<ul style="list-style-type: none"> • Understand how actions impact upon the quality of customer service • Think from the customer's perspective; show empathy to the customer's situation and any special needs • Listen to the customer and address all relevant concerns and needs • Take responsibility for getting an outcome • Act on promises and meet deadlines • Take customer complaints seriously and deal with them calmly • Be knowledgeable and well-informed, provide relevant and accurate information to customers
Work well with others <i>Contribute towards working as part of a team and involve others through liaising and building trust</i>	1	<ul style="list-style-type: none"> • Know when you have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and impact upon each other • Be aware of own role in organisation and how it contributes to organisation strategy

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Although all these requirements must normally be met on appointment, in special circumstances a candidate may be appointed who does not meet a particular requirement. This is providing that the shortfall can be made good in a reasonable time, and the candidate brings other skills, knowledge or experience which are valuable to the role and the organisation)

Clinical/technical skills/knowledge and/or functional experience for the role:

- Experience of working with Young People (relevant client group) or in the support sector, desirable

Relevant clinical/technical, vocational or educational qualifications for the role:

- Qualified or willing to study NVQ level 2, in relevant area
- Certificate in basic food hygiene is not required
- Functional Literacy, Numeracy, Communication and good written and spoken English

Knowledge of software packages:

- Basic knowledge of Microsoft Word or similar
- Basic knowledge of Microsoft Excel or similar

Staff management skills/experience:

- N/A

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Supported Housing Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives

Estimated time to complete initial induction & training

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Clients	%	Internal	%	External	%
1	Routine Information Exchange	✓		✓			
2	Agreeing and Interpreting						
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Project based throughout all units
- Shift work required
- Required to maintain a high level of confidentiality at all times
- May be required to participate in standby rota and/or to undertake sleep in duties