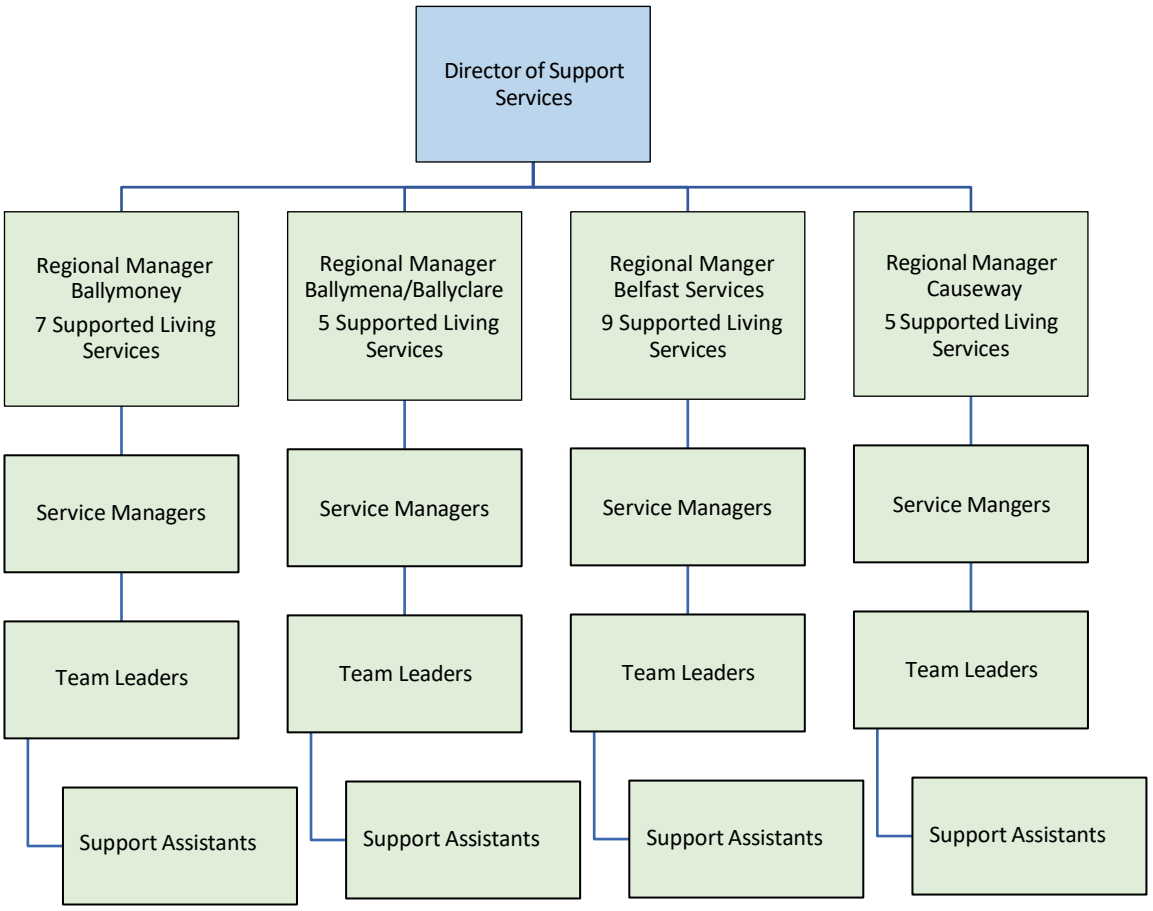
JOB DESCRIPTION: Support Assistant

Job Title	**Support Assistant**
Directorate	Support Services
Grade	Support Assistant
Salary Range	Band 2 (Level 1-4)
Reports to	Service Manager
Budget responsibility	N/A
People Manager responsibility	N/A
Number of direct reports	0
Indirect reports	0
Locations / Usual Base	As per advertisement
Hours of work	As per contract

Organisation Chart:



NB Please note not all services have Team Leaders

Job Description and Person Specification

Job Purpose:
To work with service users and staff team to deliver quality personal care and housing support services to individuals with a learning disability/challenging behaviour enabling them to lead a full and integrated life in the community in which they live. Care and support must be delivered in accordance with the organisation's core values, customer service standards and customer service guide. In line with "duty of care" staff must actively challenge any dangerous, abusive, discriminatory or exploitative behaviour or practices that place individuals at risk. Please note you are applying for a post working with people with a learning disability/complex needs who may have a forensic background. You should be aware that given the nature of the disability of some of the service users with whom you will be working you may witness or experience behaviours that challenge. This could result in behaviours being displayed by the service user towards themselves, other service users or staff. Given this you should consider your application carefully and whether your qualities/skills are complimentary to working in such an environment.

Support Assistant Typical Shift Patterns:	
Support Assistants work on a rota basis, and working patterns will vary depending on the needs of the service and the people we support. Applicants should be prepared to work days, evenings, weekends, Bank Holidays, sleepovers and/or waking nights, as required. Support Assistants may also be required to provide support during tenant holidays, which can range from a weekend break to holidays lasting one to two weeks.	
Day shift examples	10.00am – 10.00pm 08.00am – 10.00pm
Sleepover examples	10.00am – 10.00am (Sleeping time is between 11.00pm and 07.00am) 2.00pm – 10.00am (Sleeping time is between 11.00pm and 07.00am)
Split shifts example	08.00am – 10.00am / 2.00pm – 10.00pm
Waking Night Duty examples	10.00pm – 08.00am 8.00pm – 08.00am

Key Responsibilities:

- Support service users with intimate personal care needs, ensuring that their independence is promoted, and they are afforded appropriate levels of privacy and dignity.

- Support service users to access and take part in a range of activities including recreational, educational, leisure, spiritual thus promoting social inclusion and integration in their local community.

- Participate in the planning, development, and implementation of care / support plans with the service user which will include any programme advised by a relevant professional and support participation in reviews/meetings

- Support service users to participate in the running of their home and assist with developing their life skills

- Communicate with service users, team members, manager, families/carers and professionals which may have relevance to the service user's wellbeing, quality of the service delivered and safety

- Ensure medication is ordered, stored, and administered in accordance with Triangle's medication policy and training provided.

- Participate in the safe handling of all Association's and service user's monies held and controlled within the service as per procedure.

- Involve service users in making decisions about the services they receive and provide information within agreed timescales which are crucial to customer satisfaction.

- Accurately maintain and store records within the service unit ensuring the confidentiality of personal information in line with Triangles Data protection policy

- Treat colleagues with respect and personally contribute towards a harmonious living environment for service users.

- Actively participate in team meetings, handovers, and Performance reviews
- Ensure attendance and participation in any internal and external personal development training, Conference days etc
- Contribute to the Association's vision, mission and values and adhere to all policies/procedures such as Code of Conduct/Attendance. and including the NISCC code of conduct.
- Record and report any incident/accident or concern to your Team Leader (or if unavailable Line/Area Manager) immediately.
- Participate in Triangles quality management systems, audits, and reviews.
- Carry out work in accordance with Health and Safety policy, procedures, training and guidance within Risk assessments
- Be available to meet and willing to undertake the shift pattern which includes waking night duty, weekend working and bank holidays on a rota basis

NB: Specific duties will vary from time to time: the above list is intended to indicate the general nature of the post and is not exhaustive. The post holder will be expected to be flexible in supporting the Support Services Directorate by undertaking any responsibilities which are commensurate with this grade. The post holder must at all times observe the strict rules of confidentiality applicable to work in Health and Social Care.

Working Relationships:

Support Assistants will need to establish and maintain effective working relationships with the following:

- Service Managers, the Positive Behaviour Support Manager and Participation and Engagement Manager
- Staff Teams within Support Services Directorate
- Families/carers
- Multi-disciplinary team
- RQIA, Supporting People
- Local councils, Community groups

PERSON SPECIFICATION: Support Assistants

Essential Criteria
• Level 2 qualification in Health and Social Care or willing to undertake a Level 2 qualification in Health & Social Care on appointment AND • Must be registered with the Northern Ireland Social Care Council (NISCC) Or become registered on appointment

Desirable Criteria
• Full, current driving licence and use of a car which is insured for business use OR Can demonstrate mobility to carry out the functions of the job

Skills/Attributes
• Passionate and of a caring nature • Demonstrate the values of the Organisation • Considerate and respectful • Ability to work as part of a team • Good Communicator • Positive and friendly • Empathetic • Reliable and flexible • Patient • Honest and trustworthy • Willing to learn • Accountable and responsible