

JOB DESCRIPTION

Job Title: Promoting Independence Assistant

Directorate & Section/Unit: DAS WCC Care and Support Services - Homecare

Reporting to: Team Supervisor

Management responsibility for: N/A

Supervisory responsibility for: N/A

Headcount and FTE of staff:

Salary Grade: Scale 3

WCC Management Level: Front line staff

Number of Direct Reports: N/A

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** – Ensure delivery of a high quality service which meets the needs of customers.
- **Can Do Culture** – Be proactive to achieve excellence, finding solutions and creative ways of working.
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

To work as part of a multidisciplinary team including Physiotherapists, Occupational Therapists, Seniors and Team Supervisor to provide a service for service users and to promote the philosophy of 'ordinary life' and independent living according to the wishes of the service user.

To encourage service users, relatives and carers and significant others to contribute to every aspect of the process to ensure that individuals are enabled to make decisions about their own lives and to make a contribution to the development of services in general.

Main Activities & Responsibilities:

1. To work directly with service users with illness/ disabilities to promote their independence, health/ wellbeing; choice and control and quality of life in line with their individual aspirations and desired outcomes.
2. To undertake initial (including emergency) and ongoing visits to service users in the community between the hours of 7am and 10pm in accordance with a rota system.
3. To provide service users with varying needs/ dependency levels with direct care/ support to increase their Independence, confidence and/or safety with physical activities of living, personal care tasks, medication and medical devices, preparing meals, laundry, shopping, attending a leisure/ social activity.
4. To provide support in a way that helps people 'to do' rather than 'doing to or for' people. Initially hands-on assistance may be required, but Promoting Independence Assistants will be expected to stand back, observe, problem solve and encourage the service user to do as much for themselves as possible (where appropriate). Assistance should be given in a way that eventually service users can manage with/without identified support.
5. To follow Therapy-prescribed programmes of support such as:
 - Delivering, fitting and demonstrating the use of adaptive items of equipment.
 - Supervising service users complete a variety of exercises and walking practice.
 - Support the training and development of a team of assistants, ensuring competency based assessments are completed in a timely manner.
6. To routinely undertake clinical and therapeutic interventions over varying lengths of time under the direct supervision of and following the plan of care established by a qualified nurse or therapist.

7. To contribute to the continual reassessment of individual needs as part of a team approach. This includes:
 - Attendance at regular handover meetings to provide valuable feedback on service users' progress to help the team plan how to appropriately reduce/ withdraw levels of support and provide a forum for clinical supervision.
 - Providing regular feedback to team members using IT systems, file notes and to each other to ensure excellent communication.
 - Take part in discharge planning meetings and actively participate in handover visits to other agencies/ personal assistants.
 - Consulting the appropriate member of the team whenever there is concern/ deterioration, significant change, unusual events, changes in social circumstances, suspicions of abuse.
 - Reading paperwork held in the property before commencing any activity to gain important information about Service user abilities and progress.
 - To accurately record service user progress after each visit using IT systems and communication notes held in property (when appropriate) in accordance with record keeping policy.
 - Contributing to the effective case management of service users by supporting therapists/ managers to liaise with other agencies, professionals on their behalf
8. To adhere to GDPR and ensure any recording of information is accurate and factual. Including the recording of information on IT systems, ensuring the safe keeping of all documentation collected from the home and returned to the office
9. Transcribe medication administration charts, review and revise as appropriate, administer and record in line with medication policy
10. To assist with preparing, distributing and collection of Service user information packs
11. To promote and implement relevant Health and Social Care policies, procedures, practices and principles
12. To receive and report complaints and to support with the investigations in accordance with the complaints procedure
13. To assist in the development and training of new staff
14. To attend regular team meetings and supervision and PDR (Personal Development Review) as required

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy
- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Coordinators, Seniors, Team Supervisors, Therapists, Team Managers, and Social Workers.

External: Service users, Carers, Health and Social Care colleagues, GP's, Voluntary and Private organisations.

Additional Information:

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility.
- Reasonable adjustments will be considered as required by the Equality Act

Author: DB/GS

Date: 15/08/2019

Date of grading confirmation:

PERSON SPECIFICATION

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Directorate & Section/Unit: DAS WCC Care and Support Services - Homecare

Salary Grade: Scale 3

WCC Management Level: N/A

EXPERIENCE:

It is **essential** that the post holder has:

- Demonstrable experience of working in a people facing environment
- Demonstrable awareness and understanding of service users' and carers' behavioural, physical, social and welfare needs

It is **desirable** that the post holder has:

- Awareness of Community Care legislation
- Demonstrable knowledge of Health & Safety legislation and Risk Awareness
- Demonstrable experience of working in a health or social care setting (ideally rehabilitation or intermediate care)
- Experience of one to one working
- Experience of community-based work
- Demonstrable experience of supporting people with personal care and domestic tasks
- A good understanding of the effect of disability / ageing process on the individual
- Some knowledge of adaptive equipment
- Some knowledge of medical conditions e.g. Stroke, Parkinson's Disease,

KNOWLEDGE, SKILLS AND ABILITIES:

It is **essential** that the post holder has:

- Ability to work unsupervised and prioritise own work
- Ability to work in a confidential manor
- Good communication skills, both written and verbal
- Good organisational and problem solving skills
- Good observational skills
- Patience and good listening skills
- Good interpersonal skills
- Is able to participate in Intermediate Skills Programme training

It is **desirable** that the post holder has:

- IT literacy
- Facilitation and monitoring of exercise programmes
- Health care skills e.g. catheter care
- Evidence of effective team working
- The ability to promote independence/ restore confidence
- Ability to follow a care plan and to work effectively with service users and carers
- Ability to cope with emotional or aggressive patients service users and carers
- Ability to write appropriate case notes and general correspondence
- Advocacy skills
- Ability to undertake general calculations

- Ability to teach practical skills
- Ability to maintain accurate records

QUALIFICATIONS/TRAINING & DEVELOPMENT:

It is **essential** that the post holder has:

- 5 GCSEs **or** equivalent NVQ2 qualifications **or** equivalent general knowledge, literacy and numeracy acquired from experience.

It is **desirable** that the post holder has:

- A vocational qualification - NVQ 2 in Care
- A professional qualification e.g. NVQ 3 in care
- Demonstrable evidence and commitment to life-long learning
- Completion of service courses in Health/ Social Care
- Completion of NVQ Assessor's course
- Training in Moving and Handling techniques
- Medication training
- Intermediate Skills Programme Training

ADDITIONAL INFORMATION:

It is **essential** that the post holder has:

Commitment to person-centred care

Ability and willingness to work flexibly and unsocial hours

Forward thinking, motivated

- Able to carry out moderate to intense physical effort throughout the working day
- Access to a vehicle and ability to travel throughout the county and work alone

Ability to demonstrate a clear understanding of and commitment to equal opportunities

Understanding of professional conduct