

JOB DESCRIPTION

Job Title:	Personal Support Assistant
Reporting to:	Service Coordinator
Grade:	2
Rate of pay:	£12.71 per hour
Place of work:	Northamptonshire – county wide travel
Hours of work:	Flexible hours Monday to Friday 9am-5pm
Purpose of the role:	As a Personal Support Assistant, you'll help older people make the most of each day and stay confident and independent in the place they call home. You'll make every visit count by offering practical help, genuine companionship and tailored wellbeing support. From making everyday tasks easier to helping people stay connected, your support will bring more of what matters into their lives. Your life experience, reliability and approachable nature will help you build trusted relationships and make a real difference. Previous care experience is not required, but you'll need to feel confident using digital devices and IT systems to maintain accurate electronic records. This role does not include personal care.
Main tasks and responsibilities:	You'll: • Make home life easier by helping clients keep their surroundings safe, clean and comfortable • Support everyday errands, including shopping and collecting prescriptions • Bring companionship and conversation, helping clients feel more connected • Help clients enjoy the activities, interests and community connections that matter to them • Encourage wellbeing, confidence and independence in ways that feel right for each person • Give family carers valuable time to rest, knowing their loved one has friendly, reliable support • Notice when something has changed and raise concerns so the right support can be provided • Keep clear, accurate records using digital systems • Work with a supportive team who share your commitment to helping older people thrive
The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The post holder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review	

and may be amended to meet the changing needs of the service. The post holder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.



PERSON SPECIFICATION

Personal Support Assistant	Essential	Desirable
Experience		
- Ability to work independently and as part of a team. - Commitment to providing high-quality, person-centred support. - Understanding of confidentiality and professional boundaries. - Previous care, support, or community-based work experience.	✓ ✓ ✓	✓
Knowledge / qualifications		
- Standard of good general education. - Willingness to undertake all mandatory training required for the role. - Awareness of the importance of accurate record keeping and effective communication - Knowledge of supporting physical, mental and emotional wellbeing.	✓ ✓ ✓	✓
Skills		
- Good communication and interpersonal skills - Ability to work flexibly and adapt to individual client needs. - Confident using digital devices and IT systems to maintain accurate electronic records - Additional health and social care training.	✓ ✓ ✓	✓
Other requirements		
- Full UK driving licence and access to a vehicle. - Satisfactory Enhanced DBS check. - Knowledge of Northamptonshire and local communities.	✓ ✓	✓