

## Job Profile

# Personal Support Assistant (PSA) Grade 2

Location: At private residencies in the North East Area or Extra Care Housing Schemes operated by EveryDay

Accountable to: Head of Professional Care Services

Reporting to: Care at Home Manager/Team Leader

## Purpose

To offer practical, flexible assistance to help people aged 18 and over to remain independent, gain confidence and provide support to maintain social networks in accordance with agreed care and support plans.

To work in partnership with health care professionals in the physical, emotional, and social needs of tenants and customers, in a way that promotes independence and respects the dignity of individuals.

## Duties & Responsibilities

1. To follow the directions of the customers, care and support plans.
2. To enable customers to maintain personal hygiene and appearance which may include;
  - i. To assist with bathing, washing, and dressing
  - ii. To assist in and out of bed/wheelchair, with hoist if necessary, following relevant training
  - iii. To assist and feed customers where necessary and assisting / preparing meals and drinks as authorised in care plans.
  - iv. To assist with medication in strict accordance to care plans.
3. To immediately report to the Team Leader / On Call support as appropriate:
  - i. To report any change in the customer's health and wellbeing.
  - ii. To report any change to medication or level of support required.
  - iii. To report any other problems that may have or could arise.
  - iv. To report any risk or potential causes of harm.
  - v. To report any safeguarding concerns.
4. To encourage and support customers to take part in activities, individual interests, leisure time activities – as identified in the Care and Support Plan.
5. To maintain and respect customer confidentiality at all times.
6. To Comply with GDPR
7. To Accompany customers to appointments as identified in care and support plan.
8. To ensure the health and safety and welfare of customers, yourself, and other staff in relation to your activities and responsibilities.
9. To ensure health and safety procedures are followed and concerns are report, as necessary.
10. To attend team meetings, staff training and personal development as identified.

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## Requirements

### Essential:

1. Basic Education
2. N.V.Q. level 2
3. To have a sensible and level-headed approach
4. Experience of working in the community or with older people
5. Ability to work within a team.
6. To have good communication skills
7. To work on own initiative
8. To have knowledge of Care and support plans
9. Understanding of the needs of older people
10. Understanding of the rights and choices of older people

### Desirable:

1. To have knowledge of risk assessment
2. Knowledge of Health & Safety requirements
3. Understanding of the following:
  - i. Moving & Handling
  - ii. First Aid
  - iii. Health & Safety
4. To be flexible

## Benefits

1. Competitive salary
2. Paid Mileage
3. Blue Light Card Discounts
4. 26 Days holidays
5. Generous Pension Scheme
6. Wellbeing Day
7. Staff Referral Scheme
8. Annual Thank You Events

I have read, understand, and agreed to work in accordance with the Job Profile as outlined:

Signed:

Date:

Name:

## Values



**Caring**



**Empowering**



**Inclusive**



**Influential**



**Optimistic**



**Responsive**



**Realistic**



**Respectful**

## Competencies

- **Openness to Change**
- **Team Working**
- **Problem Solving**
- **Communications skills**
- **Drive for Achievement**
- **Organisational Awareness**
- **Personal responsibility**
- **Planning & Organisation**
- **Customer Focus**



## Behaviours

- We will treat the people we come into contact with during the course of our work fairly and with respect.
- We will listen to people, be honest and open in our dealings within the organisation and with all stakeholders.
- We will lead by example.
- We will set and communicate a clear direction and empower others to take responsibility.
- We will be personally committed to continuous improvement in all we do.
- We will work together across the organisation to meet common objectives and achieve better results.
- We will place the organisation objectives before personal work objectives.
- We will tackle unsatisfactory or unacceptable behaviour and performance.