

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Personal Support Assistant Level 3 – Care Support at Home
Reporting to (Job Title):	Area Team Coordinator
Employing Authority:	Age UK Northamptonshire
Salary:	£12.88 per hour
Place of work:	Countywide in clients' homes
Hours of work:	Individual Contracts, to include weekend and Bank Holiday working
Employment subject to Enhanced Disclosure & Barring Service (DBS) check	
Purpose of the Job:	<p>To provide a high-quality home care service to clients, providing assistance with daily living activities whilst ensuring the client's overall wellbeing and safety. This role is to support clients in maintaining their independence and quality of life.</p> <p>Support clients to enhance their physical, mental, and emotional wellbeing.</p> <p>To work flexibly to support clients who are receiving support from the service.</p> <p>To review, with the area team coordinator, clients' support plans tailored to the individual as their needs change.</p>
Main Tasks and Responsibilities:	
<ol style="list-style-type: none"> 1. To respond sensitively and appropriately to the needs of clients and their carer or representative. 2. To maintain the safety and comfort of the person receiving care. 3. To undertake personal care tasks as required. Following appropriate training these may include: <ul style="list-style-type: none"> • Assistance with activities of daily living, such as bathing, dressing, oral care and maintaining appearance. • Maintaining continence, toileting, use of commode. • Meal preparation and assistance with feeding if necessary. • Provision of fluids to include monitoring. • Medication management. • Assist with mobility using mobility aids. 4. Household support, assisting with light household duties such as making the bed, clean of bathroom and living space. 5. To provide emotional support and companionship to the client. 6. To undertake tasks to support the client's carer. These may include: 	

- Undertaking care tasks on behalf of the carer to allow them to take a break.
 - Providing a sitting service to allow carer to sleep or leave the home for a short period.
 - Providing the client with opportunity to talk about the current situation and their feelings.
7. To work flexibly within allocated shift. A shift may consist of visits to a number of clients, or an extended period with just one or two clients, dependent upon need and service demands.
 8. To report to supervisor or senior staff member any concerns or significant changes to the client's health and well-being.
 9. To complete written documentation as required by the service to ensure continuity of high-quality client care. This will include daily logs and incident reports where necessary.
 10. To always maintain the confidentiality of the client.
 11. To adhere to the relevant laws and regulations that apply to working in a client's home.
 12. To undertake training as required for the role, and to participate in team meetings, supervision and support networks.
 13. Although every effort will be made to minimise travelling, personal support assistants will be expected to travel within the county of Northamptonshire as the service demands.

The above tasks are indicative of the role to be carried out. They may change from time to time in consultation with the post holder and in line with service need.

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The jobholder 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 jobholder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

Person Specification

Competencies:	Essential/ Desirable	Assessed By
Education and Qualifications <ul style="list-style-type: none"> • Good standard of education to GCSE level • NVQ2 in Social Care (or a willingness to undertake qualification within 2 years) • Care Certificate • Willingness to complete the care certificate within 6 months of employment 	E D D D E	AF & T I AF & I AF & I I
Experience/ Skills & Abilities <ul style="list-style-type: none"> • Experience of working with older people • Experience of care work • Working with the general public • Ability to work alone, but also as part of a team • Hands on experience and life skills • Empathy; understanding the behaviour of others, and the contributory factors behind this • Excellent interpersonal skills • Good written and verbal communication skills 	D D E E E E E E	AF & I AF & I AF & I I AF & I I & T I I

<ul style="list-style-type: none"> • Computer literate, able to utilise computer skills to enhance service delivery • Ability to undertake required training on our digital system using a hand held device • Good levels of physical fitness in order to comply with manual handling instructions and to provide personal care to clients • Flexible and adaptable, with the ability to work on own initiative • Problem solving skills • Knowledge of working within the voluntary sector • Experience of working with individuals and their carers 	E E E E E D D	AF / I / T AF & I AF & I AF & I AF & I AF & I AF & I
Communication <ul style="list-style-type: none"> • Calm manner • Able to communicate clearly both verbally and in writing 	E E	I I / T
Equal Opportunities <ul style="list-style-type: none"> • An understanding of equal opportunities, and the ability to work in an appropriate and sensitive way with all clients 	E	I
Training <ul style="list-style-type: none"> • Willingness to undertake training within the job role to enhance knowledge and skills, thereby improving client care 	E	AF & I
Alignment and Compliance <ul style="list-style-type: none"> • Aligned to the values, culture and mission of the charity. • Knowledge of working within the voluntary sector 	E D	I I
Other <ul style="list-style-type: none"> • You will need a full driving licence and access to a vehicle. 	E	AF & I
Key: AF – Application Form I – Interview T – A written test will form part of the interview process.		
Prepared By: Kathy Smith	DATE	31.03.2025
Authorised By:	DATE	