

ROLE PROFILE REF:

Role Title	Support Assistant	
Salary	<p>Full Time Equivalent Salary: £14,842.00 (rising to £15,213.00 per annum on successful completion of probationary period)</p> <p>Hourly Rate: £7.93 – rising to £8.13 per hour on successful completion of probationary period)</p>	
Reporting to	Team Leader/Area Manager	
Role Purpose	<p>To inspire, challenge and enable the people / young people who access our services to lead successful and independent lives.</p> <p>To work flexibly as part of a team to implement high quality person centred support plans based on individual needs, preferences and aspirations.</p> <p>To deliver high quality support, focused on the person and their individual needs with employment skills and training at the heart of the support delivered.</p>	
Key Outcome Areas (KOA's set out the outcomes that must be achieved for people who use our services if the role holder is to be successful in the role. The priority for each KOA may vary from time to time).	Key Elements (Key Elements are indications of performance required to achieve KOAs. The individual elements below may not apply in every situation, nor are they a complete list).	
Physical and Mental Health and emotional wellbeing	<ul style="list-style-type: none"> ▪ Support people to attend appointments and implement the goals contained in their Support Plan. ▪ Encourage and support people who use our services to understand and manage the factors that affect their physical and mental health and wellbeing. ▪ Facilitate and deliver support sessions that focus on improving health outcomes. 	

Participation in education, training and recreation	<ul style="list-style-type: none"> ▪ Support, inspire and encourage people who use our services to participate in employment, education, training, volunteering and recreation initiatives as much as possible in line with the goals contained within their Support Plan.
Protection from abuse and neglect	<ul style="list-style-type: none"> ▪ Ensure that all aspects of safeguarding that protect the people who access our services are adhered to in line with regulation, standards and Gwalia Policies and Procedures. ▪ Have a strong understanding of Professional Boundaries and ensure appropriate boundaries are maintained at all times.
Domestic, family and personal relationships	<ul style="list-style-type: none"> ▪ Establish appropriate and meaningful working relationships with people, ensuring that there are clear professional boundaries in place at all times. ▪ Encourage and support people who use our services to build and maintain positive relationships with family, friends and their community as appropriate.
Securing rights and entitlements	<ul style="list-style-type: none"> ▪ Build good working relationships with partner agencies. ▪ Promote peoples' rights and responsibilities. ▪ Provide advice, signposting and information where appropriate.
Control over day to day life	<ul style="list-style-type: none"> ▪ Support people to manage day to day risk as defined in the Risk Management plan. ▪ Support people to undertake all tasks outlined in their Support Plan to live as independently as possible. ▪ Empower people who access our services to have choices and control over their lives. ▪ To inspire, challenge and enable people to have control and responsibility in determining the direction of their own lives, working relentlessly to unlock their talent and potential. ▪ To deliver high quality support centred on the person and their individual needs, preferences and aspirations in order that they lead the life they choose as

	<p>independently as possible, having a focus on healthy interventions with employment, skills and training at the heart of the support delivered</p> <ul style="list-style-type: none"> ▪ Support people to effectively implement their person centred goal plan, ensuring that all relevant records are up to date.
Contribution to society	<ul style="list-style-type: none"> ▪ Support people to engage in activities within their communities. ▪ Promote peoples' involvement in the community. ▪ Support citizenship through community engagement.
Social and economic wellbeing	<p>Empower the people who use our services to improve their social and economic wellbeing wherever possible by delivering support that focuses on:</p> <ul style="list-style-type: none"> ▪ Employment opportunities ▪ Education ▪ Lifestyle choices ▪ Appropriate housing ▪ Cultural norms /health beliefs ▪ Access to quality health services ▪ Access to leisure amenities ▪ Community networks ▪ Access to affordable, local transport ▪ Extra support or counselling at key times, for example during illness or following bereavement ▪ Digital Inclusion ▪ Support to access appropriate additional services ▪ Social entrepreneurship <p><u>This is not an exhaustive list</u></p>
<p>General Duties</p> <ul style="list-style-type: none"> • Ensure that all of your work is conducted to the highest professional standards and conform to Gwalia policies and procedures at all times. • Ensure that Gwalia's Equal Opportunities, Code of Conduct and Health and Safety policies are fully understood and upheld at all times. • Undertake any other reasonable task commensurate with your grade, as determined by your line manager or other senior staff member. 	

Core Competencies (see Core Competency Frame work for details)	Level	Indicators of Expected Performance
Working Efficiently & Effectively	1	Working Efficiently and Effectively: <ul style="list-style-type: none"> ▪ Ensures timely completion of work ▪ Keeps relevant people informed of progress. ▪ Works efficiently and always gives their best. ▪ Supports outcomes focussed approach and works in a person centred manner.
Customer & Community Focus	1	Customer and Community Focus: <ul style="list-style-type: none"> ▪ Works in a consistently professional manner. ▪ Consistently gives high priority to customer satisfaction. ▪ Delivers what was promised and exceeds customer expectations. ▪ Actively seeks feedback from people who receive services. ▪ Places people who use our services at the heart of their work.
Team Working	1	Team working: <ul style="list-style-type: none"> ▪ Demonstrates willingness to participate and co-operate with colleagues in achieving goals. ▪ Asks for help when required. ▪ Contributes to the creation of a supportive working environment. ▪ Supports team by demonstration flexibility.
Communication	1	Communication: <ul style="list-style-type: none"> ▪ Actively listens to others. ▪ Speaks calmly and tactfully. ▪ Handles sensitive and confidential information in an appropriate manner. ▪ Checks for accuracy to get things right. ▪ Contributes fully to group objectives.
Respect for All	1	Respect for All: <ul style="list-style-type: none"> ▪ Treats others with dignity and respect. ▪ Respects and values diversity and challenges discriminatory behaviour. ▪ Demonstrates interest in others, empathy, impartiality, diplomacy and tolerance.

Continuous Learning & Improvement	1	Continuous learning and Improvement <ul style="list-style-type: none"> ▪ Fully commits to the achievement of own goals and objectives. ▪ Open to learning and listening to others ideas. ▪ Is positive about change ▪ Freely shares knowledge and findings with others. ▪ Shows real concern for own performance standards. ▪ Responds positively to feedback from others.
Leadership	1	Leadership: <ul style="list-style-type: none"> ▪ Understands and applies Gwalia's vision. ▪ Has self-awareness and understands how own actions impact on the organisation. ▪ Takes responsibility for own wellbeing and wellbeing of colleagues. ▪ Has the will to succeed and see a job through even when others are in doubt.

PERSONAL ATTRIBUTES:

- Must have a professional approach to work at all times.
- Enjoys social interaction and the company of others, joins in local activities to encourage involvement from the people who access our services.
- Be approachable and open in their behaviour.
- Can work alone or as part of a team.
- Must be well organised.
- Thrives on change and enjoys dynamic diverse environments.
- Must be non judgemental in both approach and attitude.
- Must have the ability to communicate effectively.
- Must have a person centred approach and values.
- Is motivated towards excellence and the improvement of personal performance with a can do attitude.
- Must have the ability to cope positively with challenging and diverse behaviours.

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Although all these requirements must normally be met on appointment, in special circumstances a candidate may be appointed who does not meet a particular requirement. This is providing that the shortfall can be made good in a reasonable time, and the candidate brings other skills, knowledge or experience which are valuable to the role and the organisation)

Clinical/technical skills/knowledge and/or functional experience for the role:

- Understands the requirement for initial and continuous assessment of needs and potential risks.
- Understands how people who use our services can improve and enhance their own lives and the role of Gwalia to support this process.
- Understands the values of the organisation.
- Has IT skills to facilitate service delivery or a willingness and capability to undertake any training.
- Has previous experience working in this field or can demonstrate an aptitude to work in the role.
- Is a car owner/driver.

Relevant clinical/technical, vocational or educational qualifications for the role:

- NVQ 2 or QCF 2 in Health and social Care or a willingness to work towards.

Knowledge of software packages:

- IT Competency Level: Level 3 Competent (Intermediate)
 - Can effectively use a PC or all functions necessary to the role.
- Understands the importance and rules surrounding data protection in the use of IT and IT Security.
- Knowledge and experience of internal/ external systems in use; or candidate has a willingness to be trained.

Staff management skills/experience:

- N/A

Membership/Professional Registration of Professional Bodies/Organisations

The role requires an acceptable Enhanced Regulated (Adult Workforce) DBS check prior to, and during, employment. The DBS check will be renewed periodically.

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Staff will follow a set induction process and be engaged in a learning pathway for the role being applied for.
- Candidate will be under probation for the first six months of employment.

How would trained & proficient performance be displayed?

(After completion of initial induction and training and after a further period of time in the role (normally at least equal to the period of the induction and training) the role holder should be able to demonstrate the following:)

- Meets level 1 on Competency Framework.
- Customer focused and puts the people who access our services at the centre of everything we do.
- Supports in the delivery of outcomes as agreed with the people who access our services and the line manager.
- Works in a highly professional manner.
- Works with integrity, respect and dignity.
- Communicates effectively across all aspects of service delivery.
- Solves problems and reacts positively to change.
- Takes responsibility for continuing to develop and update personal knowledge and skills that are relevant to the role.
- Has knowledge of care and support legislation, regulation and standards.
- Positively manages risk.
- Embraces feedback from clients, colleagues and stakeholders.
- Works in line with the organisation's Code of Conduct and Professional Boundaries Policy and Procedure.
- Works flexibly around the needs of the people who use our services.

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation, including defining regulated or unregulated activity).

The post holder will be required to work flexibly around the needs of the people who use our service. This may include delivering services to a range of clients across a number of different services.