

**ROLE PROFILE REF:**

<b>Role Title</b>	<b>Personal Assistant</b>
<b>Salary</b>	Full Time Equivalent Salary: £14,842.00 per annum Hourly Rate: £7.93 per hour
<b>Reporting to</b>	Team Leader/ Assistant Manager/ Registered Manager
<b>Role Purpose</b>	<p>To provide intimate personal care to people who use Gwalia's services. Promoting their wellbeing and enabling them to achieve their desired outcomes.</p> <p>Working as part of a team you will deliver care with dignity and respect and ensuring safety is maintained at all times; care will be delivered in peoples homes, residential or nursing home settings.</p> <p>Ensure that living environments including communal areas are clean and well maintained. Provide personal laundering services where applicable.</p> <p>Assist with the preparation and delivery of high quality and nutritional meals, ensuring high standards of food hygiene and cleanliness in kitchen environments are maintained.</p> <p>Deliver high quality person centred services which promote independence wellbeing and healthy life choices.</p>

<b>Key Outcome Areas</b> (KOA's set out the	<b>Key Elements</b> Key Elements are indications of performance
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).	required to achieve KOAs. The individual elements below may not apply in every situation, nor are they a complete list).
<b>Physical and Mental Health and emotional wellbeing</b>	<ul style="list-style-type: none"> <li>▪ Provide personal care with an enablement focus to maximise independence.</li> <li>▪ Establish effective relationships with the people who receive services, listen and talk to them to encourage stimulation and work alongside them when undertaking tasks wherever appropriate.</li> <li>▪ Encourage and support people who use our service to understand and manage their own health and well being.</li> <li>▪ Report in a timely manner to management any changes in a person's personal care needs.</li> <li>▪ Ensure the relevant policies and procedures in relation to medication management are adhered to and any incidents are reported to management in a timely manner.</li> <li>▪ Provide a cleaning and laundry service.</li> <li>▪ To assist with the preparation and serving of nutritional meals in line with the dietary requirements of people who use our services and follow food hygiene procedures.</li> <li>▪ Ensure that all kitchen and associated areas are kept thoroughly clean and that all equipment is functioning correctly immediately reporting any faults.</li> </ul>
<b>Participation in education, training and recreation</b>	<ul style="list-style-type: none"> <li>▪ Provide support to people who use our services to learn new skills and develop to their full potential and encourage participation in learning and recreational activities.</li> <li>▪ Liaise with other staff and stakeholders to encourage community participation for people we provide care for and their carers.</li> <li>▪ Whenever possible involve people who use our services in maintaining their</li> </ul>

	home to a high standard, including the preparation and serving of meals, cleaning and laundry.
<b>Protection from abuse and neglect</b>	<ul style="list-style-type: none"> <li>▪ Ensure that all individuals are safe and secure in their environment and that safeguarding policies and procedures are followed at all times.</li> <li>▪ Appropriately record and report any safeguarding concerns in line with Gwalia policy and procedures.</li> <li>▪ Ensure that infection control policies are adhered to.</li> <li>▪ Provide support for people who may wish to make a complaint in line with Gwalias policy and procedures and inform managers in a timely manner.</li> <li>▪ Ensure adherence to relevant policies and procedures when carrying out manual handling</li> <li>▪ Maintain accurate records and document any concerns.</li> </ul>
<b>Domestic, family and personal relationships</b>	<ul style="list-style-type: none"> <li>▪ Develop and establish appropriate and effective working relationships with all people including carers and wider stakeholders.</li> <li>▪ Encourage and support people who use our service to build and maintain positive relationships with family, friends and the wider community as appropriate.</li> </ul>
<b>Securing rights and entitlements</b>	<ul style="list-style-type: none"> <li>▪ Promote peoples' rights and responsibilities</li> <li>▪ Provide advice, signposting and information where appropriate</li> <li>▪ Deliver agreed care packages in line with people's needs and highlight any changes in need to the appropriate manager.</li> <li>▪ Ensure all personal information is maintained in line with the Data Protection Act and Gwalia policy and procedures.</li> <li>▪ Promote access to advocacy services.</li> </ul>
<b>Control over day to day life</b>	<ul style="list-style-type: none"> <li>▪ Adopt an enablement focus to care provision to support people to maintain independence whenever appropriate taking into account a persons wishes</li> </ul>

	<p>and preferences when delivering a service.</p> <ul style="list-style-type: none"> <li>▪ To empower, include and involve people who use our service to be in control of their life and assist and advise when required to enable them to make decisions.</li> </ul>
<b>Contribution to society</b>	<ul style="list-style-type: none"> <li>▪ Promote independence and assist and advise people to engage with their wider community.</li> </ul>
<b>Social and economic wellbeing</b>	<ul style="list-style-type: none"> <li>• Promote financial inclusion by signposting to relevant services for advice and support</li> <li>• Promote digital inclusion</li> <li>• Promote access to affordable and reliable transport options</li> <li>• Signpost to relevant services that will promote the social and economic wellbeing of people who use our services.</li> </ul>

## Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

<b>Core Competencies</b> (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	<b>Level</b> (The levels indicate the performance expected in this role)	<b>Indicators of Expected Performance</b> (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the Job)
<b>1. Working Efficiently &amp; Effectively</b>	1	<b>Working Efficiently and Effectively:</b> <ul style="list-style-type: none"><li>▪ Ensures timely completion of work</li><li>▪ Keeps relevant people informed of progress.</li><li>▪ Works efficiently and always gives their best.</li><li>▪ Supports outcomes focussed approach and works in a person centred manner.</li></ul>
<b>2. Customer &amp; Community Focus</b>	1	<b>Customer and Community Focus:</b> <ul style="list-style-type: none"><li>▪ Works in a consistently professional manner.</li><li>▪ Consistently gives high priority to customer satisfaction.</li><li>▪ Delivers what was promised and exceeds customer expectations.</li><li>▪ Actively seeks feedback from people who receive services.</li><li>▪ Places people who use our services at the heart of their work.</li></ul>
<b>3. Teamworking</b>	1	<b>Team working:</b> <ul style="list-style-type: none"><li>▪ Demonstrates willingness to participate and co operate with colleagues in achieving goals.</li><li>▪ Asks for help when required.</li><li>▪ Contributes to the creation of a supportive working environment.</li><li>▪ Supports team by demonstration flexibility.</li></ul>

<b>4. Communication</b>	1	<b>Communication:</b> <ul style="list-style-type: none"> <li>▪ Actively listens to others.</li> <li>▪ Speaks calmly and tactfully.</li> <li>▪ Handles sensitive and confidential information in an appropriate manner.</li> <li>▪ Checks for accuracy to get things right.</li> <li>▪ Contributes fully to group objectives.</li> </ul>
<b>5. Respect for All</b>	1	<b>Respect for All:</b> <ul style="list-style-type: none"> <li>▪ Treats others with dignity and respect.</li> <li>▪ Respects and values diversity and challenges discriminatory behaviour.</li> <li>▪ Demonstrates interest in others, empathy, impartiality, diplomacy and tolerance.</li> </ul>
<b>6. Continuous Learning &amp; Improvement</b>	1	<b>Continuous learning and Improvement</b> <ul style="list-style-type: none"> <li>▪ Fully commits to the achievement of own goals and objectives.</li> <li>▪ Open to learning and listening to others ideas.</li> <li>▪ Is positive about change</li> <li>▪ Freely shares knowledge and findings with others.</li> <li>▪ Shows real concern for own performance standards.</li> <li>▪ Responds positively to feedback from others.</li> </ul>
<b>7. Leadership</b>	1	<b>Leadership:</b> <ul style="list-style-type: none"> <li>▪ Understands and applies Gwalias vision.</li> <li>▪ Has self awareness and understands how own actions impact on the organisation.</li> <li>▪ Takes responsibility for own wellbeing and wellbeing of colleagues.</li> <li>▪ Has the will to succeed and see a job through even when others are in doubt.</li> </ul>

## **PERSONAL ATTRIBUTES:**

- Enjoys social interaction and the company of others, joins in local activities to encourage service user involvement.
- Approachable and open behaviour
- Genuine interest and aptitude to providing care.
- Prefers working as part of a group or team
- Is fundamentally calm and resilient, does not let emotion adversely affect them or obscure their judgement
- Has a practical and logical mind and is naturally well organised
- Thrives on change and enjoys dynamic diverse environments
- Is confident with high levels of self-esteem
- Is respectful, articulate and sensitive in style of communication
- Is essentially customer focused
- Is motivated towards excellence and improvement of personal performance with a can do attitude
- Ability to cope positively with challenging situations.

## **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 needs of people who receive services and how the person's preferences are central to care provision.
- Understands the need to review and monitor care provision in order to achieve continuous improvement when changes are required.
- Understands how people who use our service can improve and enhance their lives and the role of Gwalia to support this process.
- Is non judgemental and is person centred in their approach to service delivery.
- Understands the values and philosophy of the organisation.
- Has previous experience working in this field or can demonstrate an aptitude to work in the role.
- Is a car driver

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

- QCF level 2 or 3 in Health and Social Care
- Food Hygiene certificate
- QCF Level 1 in Cleaning and Support services

*Knowledge of software packages:*

- 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**

Will be required to adhere to the Care Council Code of Conduct at all times.

## **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 which is in line with the Care Council for Wales's requirements.
- Candidate will be under probation for first six months of employment
- If appointed QCF Level 2 in Health and Social Care must be completed within 6 months.

**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:)

Performance will be judged against the core competencies within the framework at level 1. Evidence of achieving the expected objectives and integrating into the service as a valued team member with positive feedback from people who receive services.

A clear understanding of the role will be evident and a commitment to continued personal and professional development will have been achieved.

Effective working relationships will have been established.

## **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).

This role will require people to work within a Registered Care environment whether in peoples own homes, residential or nursing care settings and will be subject to the relevant regulatory requirements.

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