



## Domiciliary Support Assistant

**Reference EC- 44728**

Twyford Court Dunmow

Hours 21hrs per week

Salary £7.56 per hour plus flat rate allowance

We are looking for dedicated and flexible individuals to join the Reablement team in the Dunmow, Thaxted, Saffron Walden and Harlow areas, to provide support to vulnerable adults within their own homes.

You will be helping these adults to achieve their goals and aspirations to lead a more independent life living in their communities.

There will be some personal care involved as we support service users who have returned from hospital after a period of ill health.

You will need to travel throughout an operational area, so the use of a car for work purpose is essential, unless you are able to demonstrate that you can undertake the travelling by an effective alternative method of transport.

This service operates between 7am -11pm Monday to Sunday so the successful applicant will need to be reasonably flexible with working availability, this will include working weekends and bank holidays on a rostered basis, and this will incur an enhanced rate of pay.

We also offer mileage and travel time, access to the pension scheme and a great annual leave entitlement.

You must obtain a satisfactory Enhanced Criminal Records Disclosure Certificate which will be paid for by the company.


**For informal enquiries and an Application Pack please contact Lorraine Griffin  
01371 871386**

**Closing Date 24-2-2012**





**Job Description – Domiciliary/Reablement Support Assistant**  
**Accountable to: Registered Manager**

 **essex**  
**cares** *frontline support workers and field workers are interested in people and want to make a difference to the lives of vulnerable members of the community. They have a warm personality, the ability to remain positive and cheerful in all situations and are understanding, patient, encouraging and enabling when working with clients. They are good listeners and communicators able to establish and build appropriate relationships with clients through personalised communication and appropriate eye contact and body language. Most of all they care about what they do and genuinely want to help people to achieve a better quality of life through the professional support they deliver as part of their job.*

**To be an effective Reablement Support Assistant you also need:**

- Effective verbal and written communication skills
- A full driving licence and use of a vehicle
- An attitude towards others based on respect and dignity
- A positive outlook and the ability to retain sense of purpose and service user best interest
- Ability to work on a one to one basis with service users in the community and use own initiative and common sense when under pressure
- Ability to make appropriate relationships with service users but to maintain professional boundaries
- Ability to be empathetic and support individuals and provide high standards of care in an encouraging and enabling way
- Ability to remain cheerful and focused on the service user
- Ability to take a sensitive approach and are good at listening and communicating with service users
- To be flexible and responsive in your approach to work

**What a Reablement Support Assistant does – main tasks**

- Provide practical and emotional support to the people we support and enable them to regain life skills to maximise independent living

Practical Support	Emotional Support

Aiding mobility	Praising and encouraging (not patronising)
Re-skilling service users in daily living tasks	Maximising confidence
Coaching and demonstrating different ways of doing everyday tasks	Motivating
Supporting people with intimate and personal care – this will include toileting and bathing	Being empathetic and understanding

- Work to a time limited Reablement Plan and to report on progress and contribute to reviews
- Identify equipment to support independent living, ie, Telecare, bathing aids such as back sponges
- Provide information on other services and benefits ie, .....

#### **What Essex Cares expects from you:**

- To work within Essex Cares policies and guidelines and to maintain confidentiality at all times
- To ensure that you fulfil your obligations to induction training and mandatory training
- To ensure that the people we support are treated with respect and dignity and that you treat them as individuals
- To ensure that you attend work as per your contract of employment
- To follow the Reablement Plans provided for the service user and undertake your duties as directed by senior professional colleagues
- To be personally accountable for the standard of your care/field work practice
- To safeguard and promote the wellbeing and welfare of the people we support and to work at all times in an environment where they are in control of their care and support
- To ensure that you work within Health and Safety requirements
- To commit to and participate in regular supervision and My Performance appraisals

#### **What you can expect from Essex Cares:**

- Regular professional supervision and performance appraisals
- Full training including recognised qualifications ie, NVQ's
- Development opportunities and progression through career pathways
- To be valued as an employee and recognised for the contribution you make to supporting and enabling service users in the community
- To work in a dedicated team of like minded people in an organisation that is committed to quality and innovation in the provision of social care

## Person Specification Education and Attainments

- Effective verbal and written communication skills
- Full driving licence and use of a vehicle

## Disposition and Attributes

- An attitude towards others based on respect and dignity
- A positive outlook and the ability to retain sense of purpose and service user best interest
- Ability to work on a one to one basis with service users and use own initiative and common sense when under pressure
- Ability to make appropriate relationships with service users but to maintain professional boundaries
- Ability to support individuals and provide high standards of care in an encouraging and enabling way
- Ability to remain cheerful and focused on the service user
- Ability to take a sensitive approach and are good at listening and communicating with service users



Value	Examples of the types of behaviour that are examples of the value
<b>A</b> daptable and progressive	<ul style="list-style-type: none"> <li>• we look forward to trying different ways to support to the people who use our services</li> <li>• we are open and accepting to new ideas and ways of working</li> <li>• we constantly monitor our service to ensure that it is effective, value for money and accessible</li> <li>• we regularly collect customer feedback to enable us to structure our services into an organisation that people will trust and recommend</li> </ul>
<b>S</b> upportive and encouraging	<ul style="list-style-type: none"> <li>• we are positive and open minded, seeking opportunities to praise and reward</li> <li>• we are good at listening and responding positively to each other</li> </ul>

	<p>and when working with the people who use our services</p> <ul style="list-style-type: none"> <li>• we do our best to support each other at work and respect our fellow workers</li> <li>• we are good at working together and offer our help to others whenever we can</li> <li>• we treat everyone we come into contact with in the same way as we would like to be treated</li> </ul>
<b>Proud, to help SU and to represent Essex Cares</b>	<ul style="list-style-type: none"> <li>• we work hard to do our best for the people who use our services and make a difference to their lives</li> <li>• we want to become known as the provider of choice in the county and we know how each of us can contribute to this ambition</li> <li>• we recognise that all of us have a part to play in making Essex Cares the provider of choice</li> <li>• we always work to the best of our ability and try hard to make a difference to the lives of the people who use our services</li> <li>• we work together to support the Essex Cares business ethos</li> <li>• we have people at the heart of everything we do</li> <li>• we celebrate the diversity of the people who use our services and recognise their contribution to enriching our working lives</li> </ul>
<b>Integrity</b>	<ul style="list-style-type: none"> <li>• we are honest and truthful in all our interactions with the people who use our services, colleagues and fellow workers</li> <li>• we work together and treat each with respect</li> <li>• we strive not to let our service users and fellow workers down</li> <li>• we work hard and spend our work time productively</li> <li>• we do what we say we will do</li> <li>• we strive to ensure that everything we do is delivered at the same standard to achieve a quality service</li> </ul>
<b>Responsive</b>	<ul style="list-style-type: none"> <li>• we respond quickly to our service user needs and deliver people centred services</li> <li>• we work within professional boundaries to provide appropriate responses and build effective partnerships with the people who use our services</li> </ul>
<b>Empathetic and compassionate</b>	<ul style="list-style-type: none"> <li>• we are genuinely concerned about the people who use our services, understand their needs and aspirations and work in partnership with them to achieve their personal objectives</li> <li>• we develop our skills to be able to understand the needs of our fellow workers to enable us to display support and assistance and know when this is required</li> <li>• we support people and show them understanding</li> </ul>