

## Job Description and Person Specification for the position of Personal Support Assistant (PSA)

<b>Job Title:</b>	<b>Personal Support Assistant</b>
<b>Business Area:</b>	<b>Bank Staff</b>
<b>Location:</b>	<b>N/A – can work in any Look Ahead service as required</b>
<b>Salary:</b>	<b>£9.75 per hour</b>
<b>Responsible for:</b>	<b>N/A</b>
<b>Hours:</b>	<b>Zero-hour contract</b>

### Overall Purpose

To provide a range of personal services to meet the needs of our customers in our 13 bed homeless hostel in Tunbridge Wells. Services may include Assistant/Support Worker duties (no support planning). In all activities PSAs are required to encourage customers to contribute to these activities and help them to develop their own skills and confidence. While carrying out activities, PSAs should deal with all customers, visitors and staff in a professional and appropriate manner and report to Look Ahead staff and management any observations relating to customers' welfare.

PSAs may be working with customers from all of Look Ahead Client Groups who are in a homeless situation including Mental Health, Learning Disabilities and Young People.

### Key Responsibilities

PSAs providing **Assistant/Support worker** services will:

- Support customers to undertake tasks wherever possible, including practical assistance where they have not yet developed the skills, to ensure customers enjoy a high quality of accommodation.
- Enable customers to make full use of community facilities by providing support as directed.
- Maintain records as required under the direction of Look Ahead staff and management .
- Report any observations to Look Ahead staff and management relating to customers' welfare.
- Undertake some cleaning and food preparation tasks. .
- Encourage customers to take interest in and undertake various activities in and outside their home eg. arts , gardening, sports, attend gym, music etc .

The above sets out the key responsibilities and typical tasks. You may be required to undertake various other tasks and duties to ensure that our customers' needs are fully and effectively met.

### Mission & Values

**'Working with people to make choices, achieve goals and take control of their live through high quality care, support and housing'**

The list is not exhaustive.

#### Personal Attributes

- Approachable and open behaviour
- 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
- Is confident with high levels of self-esteem
- Is respectful, articulate and sensitive in style of communication
- Is customer-focused

#### Skills, Knowledge and Experience

Applicants may have some previous relevant work experience. This may be experience gained from care of a vulnerable person or work in similar organisations. Prior experience is not a pre-requisite for the role as key behaviours and core competencies will also be taken into account.

## Our values – what matters to us

We have four values that express and represent our shared understanding of the principles that are important to us as an organisation. Developed in partnership with our staff, customers, and their families and carers, they set out the things we aspire to be as an organisation and that underpin everything we do. They are:

**excellence, aspiration, partnership, trust**

#### Look ahead Care and Support – Our Values and Behaviours

Values	Behaviours
<b>Excellence</b>	Take pride in my work and my team.
	Approach my work with energy, passion and commitment.
	Demonstrate a 'can-do' and look for solutions to problems.
	Listen and learn from my mistakes, and commit to always improve myself.
	Be a positive role model to my customers and colleagues.
<b>Aspiration</b>	Listen to everyone I work with, and treat them with dignity, empathy and respect.
	Believe in people's potential and ability to grow, develop and change.
	Be ambitious, recognise my role in contributing to the overall success of Look

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	ahead.
	Continually seek opportunities to learn, develop and share my learning with others.
	Work with others to share, respect and celebrate achievements.

<b>Partnership</b>	Recognise, respect and encourage customer's skills and abilities.
	Commit to providing opportunities for customers to use their expertise.
	Commit to working as part of one team with my colleagues, partners and customers.
	Value everyone's contribution equally, recognising that all of us can add value.
	Be inclusive; open to people from diverse backgrounds and with different ideas.

<b>Trust</b>	Be open, honest and transparent when I communicate, do what I say.
	Demonstrate personal integrity – do what is right, not merely what is expected.
	Be accountable for success as well as failures.
	Be consistent and reliable.
	Demonstrating consistency and transparency in the things I do.

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