

Job Title	On Call Support Assistant
Managed by	Registered Manager
Hours	Full time / part time £12.82 per hour (whilst on shift), Night On-Call Retainer - £15 per night (week days), £25 per night (weekends)
Location	Poole / Bournemouth

Overall Purpose

To provide effective support to enable people with a learning disability, autism and/or physical disability to live their lives to the full.

Key Duties & Responsibilities

- Provide an excellent level of support and care, taking time to listen to, understand and ensure the people we support remain the focus of your work at all times;
- Continually maximise the safety of people we support, staff and the community;
- Provide personal care with dignity and respect for the person supported;
- Provide support for daily living tasks to enable & promote independence, including ensuring individuals attend all medical & health care appointments, everyday money management and a healthy and active lifestyle;
- Perform basic household tasks including cooking, cleaning, washing, ironing and gardening;
- Assist/administer medication in line with Diverse Abilities' policy and training;
- Be accountable and responsible for the accuracy of administration, recording and reporting of medication;
- Support and encourage individuals to engage in social interaction appropriate to their needs and wishes;
- Attend all training courses and be accountable for your own learning and personal development;
- Maintain accurate daily records;
- Develop, maintain and respect good relationships with people we support, their relatives, health professionals and others involved in a person's life;
- Drive, respect and maintain the person supported's vehicle (if you hold a full UK manual driving licence), reporting any damage immediately;
- Participate in team meetings at a minimum of 80% over a 12-month period, one to one meetings every 6-8 weeks and performance review meetings every 6 months;
- Participate in and provide sleep in cover and weekend cover in accordance with your contract.
- To undertake competency assessments as and when required;
- Responding and arranging cover for staff absence/sickness, you may be required to cover shifts, sleep-ins and waking nights with very little notice;
- Being able to respond to emergencies in a calm and methodical manner;

- Supporting staff over the phone or in service;
- To complete a daily report via email which is sent to the management team;
- Carry out Quality Reviews of the services;
- Updating roster system;
- Liaising with agencies

Person Specification	
Qualifications	Criteria
<ul style="list-style-type: none"> • Diploma Level 3/4 or equivalent 	Desirable (or willing to work towards)
<ul style="list-style-type: none"> • Basic numeracy & literacy 	Essential
<ul style="list-style-type: none"> • Full UK manual driving licence 	Essential

Skills / Competencies	Criteria
<ul style="list-style-type: none"> • Teamwork 	Able to interact and co-operate with people effectively; supports team decisions and puts group goals ahead of own.
<ul style="list-style-type: none"> • Communication 	Able to express ideas effectively; organises and delivers information appropriately; actively listens.
<ul style="list-style-type: none"> • Reliability 	Keeps to commitments; completes work in a timely & consistent manner.
<ul style="list-style-type: none"> • Adaptability 	Adapts to changing work environments, priorities, and needs; able to effectively deal with change and diverse people.
<ul style="list-style-type: none"> • Motivation 	Displays energy, enthusiasm and commitment in approach to the role; maintains high level of productivity & positivity.
<ul style="list-style-type: none"> • Integrity 	Shares complete and accurate information; maintains confidentiality & meets own commitments; adheres to organisational policies & procedures.
<ul style="list-style-type: none"> • Life skills 	Able to perform basic household tasks such as cooking, cleaning, washing, ironing and gardening.
<ul style="list-style-type: none"> • Ability to lone work 	Confidence to work alone and use own initiative to manage various situations that may arise.

Personal attributes & other requirements	Criteria
• Empathy	Essential
• Compassion	Essential
• Pro-active	Essential
• Enthusiasm	Essential
• Self-management	Essential
• Initiative	Essential