



Job Profile & Personal Specification

Job Profile

Job Title:

Personal Assistant

Location:

Edinburgh

Salary:

Dependant upon experience and qualifications

Responsible to:

Team Leader

Hours:

Variable

Responsible for:

Direct support of service users

Holidays:

28 days pro rata

Principle Working Contacts:

Service Users, Family Members, District Nurses and other health professionals
Team Leaders, Professional Advisors, Office staff and other team members

Job Purpose:

To provide support which meets the varied needs of individuals in a dignified and respectful way.

Key Accountabilities

Staff:



To work effectively both on your own and as part of a larger team.

To support your colleagues in delivering support to service users.

You will establish and maintain current reporting systems confidentially and accurately. As well as consulting with service users, family members and others.

To act as an advocate and buddy for new staff, supporting them to settle into their role.

Key Accountabilities

Business Development:



Make recommendations for changes and improvements and ensure your line manager is kept apprised of all relevant service delivery developments. Monitor supplies and resources.

You are expected to comply with regular supervision and appraisal arrangements. Maintain compliance with standards set by SCA and line management.

To attend team meetings and training events.

Care Delivery:



Provide individual care and support to people in their own homes. This may include house cleaning, personal hygiene, providing meals and help with forging/maintaining community links. To provide support in accordance with National Standards and SCA policies.

Care and Support may also include assistance with eating, washing, continence management, personal hygiene, dressing, catheter care, stoma care, peg feeding, injections, administering prescribed medication, oral health care and moving and assisting.

To administer the Support Program, maintaining confidential files and to prepare reports as required. To liaise with other community services and resources to ensure effective levels of care.

Key Accountabilities

Administrative:



The role involves being an advocate on behalf of service users and assisting them to access other resources. You are expected to organise time and resources reflecting the individual needs of service users. To promote equality, acknowledge individual differences and uphold the rights and responsibilities of individuals.

You must keep up to date with SCA policies and procedures as well as relevant legislation in order that you and others are not at risk and attend work reliably and punctually.

Your work will include early mornings, evenings, weekends and bank holidays and you will be expected to attend all training as required and be prepared to achieve qualifications appropriate to your role.

Other:



To be an effective ambassador for SCA in all activities and to assist the agency with Quality Assurance Standards.






To undertake any other duties as designated by line management.

Note:








This job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it is recognised that jobs change and evolve over time. Consequently, post holders will be required to carry out any other duties to the equivalent level that are necessary to fulfill the purpose of the job, and to respond positively to changing business needs.

Personal Specification

Attributes	Essential
 <p>Experience</p>	<p>To show relevant experience in the care and support of people with complex needs.</p> <p>This may be through previous work experience or the support of a family member or friend.</p>
 <p>Education, Qualifications and Training</p>	<p>You must have or be willing to undertake training in Health and Social Care.</p> <p>You must have or be willing to undertake any requirements of the Scottish Social Services Council.</p> <p>You must have or make an application for registration with a registered body such as SSSC or NMC.</p>
 <p>Skills/Knowledge</p>	<p>To show an ability to independently develop your own skills and knowledge.</p> <p>To share and support others to develop their skills and knowledge.</p>
 <p>Other</p>	
 <p>Values</p>	<p>To exhibit:</p> <ol style="list-style-type: none"> 1. Empathy 2. Understanding 3. Dignity 4. Respect 5. Privacy

Personal Specification

Key Performance Outcomes	Essential
 <p>Effective Communication</p>	<p>You must be able to communicate effectively in both written and oral English.</p> <p>You must show an ability to learn new skills and knowledge.</p>
 <p>Flexibility</p>	<p>To be able to work a variety of hours and days to suit the needs of service users and the business.</p>
 <p>Planning and Organising</p>	<p>To be able to plan and organise your workload effectively.</p> <p>To be able to adapt to changing priorities.</p>
 <p>Team Working</p>	<p>To communicate and work effectively with a variety of people including:</p> <ol style="list-style-type: none"> 1. Service Users 2. Family 3. Colleagues 4. Health Professionals
 <p>Personal Accountability and Responsibility</p>	<p>To take responsibility for your own actions.</p> <p>To show an ability to learn from past experience.</p> <p>To be self aware and understand your attributes and areas for development.</p>

Please note - these are the key performance outcomes to be used to recruit into this role. The successful applicant will be assessed against all the performance indicators used in the Performance Development Review System once established in the role.