

Job Profile

Personal Support Assistant (PSA) Grade 1

Location: At private residencies in the North East Area or Extra Care Housing Schemes operated by EveryDay

Accountable to: Head of Professional Care Services

Reporting to: Care at Home Manager/Team Leader

Purpose

To offer practical, flexible assistance to help people aged 18 and over to remain independent, gain confidence and provide support to maintain social networks in accordance with agreed care and support plans.

To work in partnership with health care professionals in the physical, emotional, and social needs of tenants and customers, in a way that promotes independence and respects the dignity of individuals.

Duties & Responsibilities

1. To follow the directions of the customers, care, and support plans.
2. To enable customers to maintain personal hygiene and appearance which may include;
 - i. To assist with bathing, washing, and dressing
 - ii. To assist in and out of bed/wheelchair, with hoist if necessary, following relevant training
 - iii. To assist and feeding customers where necessary and assisting / preparing meals and drinks as authorised in care plans.
 - iv. To assist with medication in strict accordance to care plans.
3. To immediately report to the Team Leader / On Call support as appropriate:
 - i. Any change in the customer's health and wellbeing
 - ii. Changes to Medication or level of support required.
 - iii. Any other problems that may have or could arise.
 - iv. Risk or potential causes of harm
 - v. Report any safeguarding concerns
4. To encourage and support customers to take part in activities, individual interests, leisure time activities – as identified in the Care and Support Plan.
5. To maintain and respect customer confidentiality at all times.
6. To comply with GDPR
7. To accompany customers to appointments as identified in care and support plan.
8. To ensure the health and safety and welfare of customers, yourself, and other staff in relation to your activities and responsibilities.
9. To ensure health and safety procedures are followed and concerns are report, as necessary.
10. To attend team meetings, staff training and personal development as identified.

Requirements

Essential:

1. Basic Education
2. To have a sensible and level-headed approach
3. Ability to work within a team.
4. To have effective communication skills
5. To work on own initiative
6. To be flexible
7. Understanding of the needs of older people
8. Understanding of the rights and choices of older people

Desirable:

1. Knowledge of the following:
 - i. Moving & Handling
 - ii. First Aid
 - iii. Health & Safety
 - iv. Safeguarding Awareness
 - v. GDPR awareness
 - vi. Medication dispense
2. Care Certificate
3. To have knowledge of Care and support plans

I have read, understand, and agreed to work in accordance with the Job Profile as outlined:

Signed:

Date:

Name:

Got a question about your application?

Call our HR Team on **0191 287 7011** or email
HRTeam@ageuknorthtyneside.org.uk



Values



Caring



Empowering



Inclusive



Influential



Optimistic



Responsive



Realistic



Respectful

Competencies

- **Openness to Change**
- **Team Working**
- **Problem Solving**
- **Communications skills**
- **Drive for Achievement**
- **Organisational Awareness**
- **Personal responsibility**
- **Planning & Organisation**
- **Customer Focus**



Behaviours

- We will treat the people we come into contact with during the course of our work fairly and with respect.
- We will listen to people, be honest and open in our dealings within the organisation and with all stakeholders.
- We will lead by example.
- We will set and communicate a clear direction and empower others to take responsibility.
- We will be personally committed to continuous improvement in all we do.
- We will work together across the organisation to meet common objectives and achieve better results.
- We will place the organisation objectives before personal work objectives.
- We will tackle unsatisfactory or unacceptable behaviour and performance.