

# KTM CARE LTD

## JOB PROFILE

<b>Job Title:</b>	Personal Assistant – Full Time
<b>Level:</b>	Band D
<b>Location:</b>	Head Office – Community Based
<b>Responsible to:</b>	Immediate Line Manager
<b>Hours of work:</b>	37 hours per week on a shift rota basis including alternate weekend working. Flexibility on working all shifts will be required to meet the needs of the service users. Two 'sleep-ins' per week with additional sleep-ins when requested to accommodate service users' needs.
<b>Job purpose:</b>	To assist the Line Manager where required in the smooth running of the day-to-day operations and help manage / supervise Personal Assistants in their daily responsibilities. To provide and maintain a high quality of support and care to the service users promoting both their independence and development as is safely possible in all areas of the individual's life.

### General Information:

The 'Triad of Impairment' as described by Lorna Wing is evident with all service users and pertains to the traits of difficulties within social, Communication and Imagination skills.

KTM Care Ltd is totally committed to providing a specialist service individualised to meet the diverse and sometimes complex needs of each person.

The support provided by KTM Care Ltd entrusts all staff with sensitive and confidential information regarding service users and their families.

This information must be respected and kept in confidence at all times.

Staff are also expected to uphold a positive representation of KTM Care Ltd to ensure the maintenance of good relationships with other professional bodies.

### Job Specification:

**A Personal Assistant – Band D must have:** A qualification in Health & Social Care at level 3, Care sector Mandatory training and the ability to work with staff conflict and resolution. Be able to demonstrate very good customer service and communication skills and be able to liaise with professionals on all levels. They must have some experience in supervising staff and be able to work with a broad range of service users and their complex needs, (including confidence in dealing with challenging behaviour both physical and emotional). Be confident in carrying out spot checks / staff observations as and when necessary to support the Community Support Officers.

They must work directly with the service users to promote and support the acquisition of independent and social living skills, as well as provide a high standard of care.

### Duties and Responsibilities:

- To assist and work co-operatively with the Line Manager and other staff members
- To assist the Line Manager in managing and supervising staff in their daily responsibilities and deputise as and where required
- To be actively involved with the Induction and training/shadowing of all new staff
- To contribute to the planning and organisation of the service users' daily activity timetables and support and promote the scheduled activities at all times
- To effectively communicate with staff and team members to ensure the smooth running of the day-to-day care support provision
- To provide and maintain high standards of work and ensure role models of good practice at all times

- Finances: To ensure that financial records for service users regarding all monetary transactions are kept up-to-date and the necessary cash books and cash requisitions are completed where required in accordance with Company processes
- To ensure that service users finances are regularly monitored and audited in accordance with Company processes
- To carry out medication audits for service users in accordance with Company processes
- To attend service user meetings when required and complete the necessary reports in accordance with Company processes
- To adhere to and promote safe working practices to ensure compliance with the Care Quality Commission's standards and regulations and the Company's policies and procedures, compliance with the Health & Safety at Work Act 1974 and all other associated legislation within the responsibilities of the job
- Care Plans: To assist the Line Manager and staff where required by monitoring and reporting any necessary changes to service users individual care plans, ensuring that all important and relevant information is monitored and updated where necessary
- TEACCH Method: To assist the Line Manager by ensuring that all staff use a consistent and correct approach for service users at all times
- To undertake all aspects of support and personal care with service users as necessary and where required respecting and maintaining their dignity at all times
- To ensure that service users live as a fulfilled and meaningful life as is reasonably possible
- To ensure the health, safety and wellbeing of service users at all times in accordance with the Company's policies and procedures and CQC standards and regulations
- To manage unpredictable and difficult situations when necessary as smoothly as possible and in accordance with the Company's policies and procedures
- To ensure that daily tasks are presented in a format that is appropriate to the individual
- To adhere to the individuals health care and medication needs and ensure that the guidelines, strategies and risk assessments in place are followed at all times in accordance with the Company's policies and procedures
- To ensure that records are monitored, updated and maintained correctly and professionally at all times
- To take part in day trips and service user holidays where required
- To support service users with personal care and grooming where required, respecting their dignity at all times
- To ensure that continuity of care is provided in a consistent manner at all times
- To ensure all staff actively participate in hand overs and pass on all relevant and important information relating to service users' where necessary and as required
- To participate in the 'On Call' system as and when required or as part of a rolling rota.
- To participate fully in staff supervision in accordance with the Company's procedures
- To ensure that the above duties and responsibilities are carried out in accordance with the Company's policies and procedures and meet the Care Quality Commission's standards and regulations
- To attend all necessary training courses as required
- To comply with the requirements of the Data Protection Act 1998
- To adhere to KTM Care Ltd.'s Equality & Diversity Policy
- To maintain confidentiality at all times

As a Term of your Employment you may be requested from time to time to undertake alternative duties that may reasonably be required within the responsibilities of the post. This may include assisting the Company business in various locations.

This job profile defines the present requirements of the position, however, it is not exhaustive and may need to be reviewed as the Company develops.

Any relevant changes to responsibilities will be introduced in consultation with the post holder.

I have read and understood the above job profile and agree to adhere to the responsibilities of the post as outlined.

Employee's Name:

Signature:

Date:

Employer's Name:

Signature:

Date: