

ROLE	Support Worker – Personal Assistant
HOURS OF WORK	Varied
SALARY	£12.50 per hour
REPORTING TO	Service Manager
DATE OF ISSUE	May 2025

About The Stable Family Home Trust

The Stable Family Home Trust is a values-led organisation where people always come first. Our main purpose is to support adults with learning disabilities to develop the skills and confidence that enable them to live their lives as independently as possible; to participate in their local communities and be valued for the extraordinary contribution they make to our society. We run a varied and exciting day services programme from our three sites in Christchurch, Ringwood and Southbourne, and run supported living and residential living services in Southbourne and Ringwood.

The Trust is a Registered Charity established in 1980 by a group of families whose young adult children had learning disabilities - we now support over 100 people every year.

OUR MISSION STATEMENT

People are the foundation of our society, and we believe that everyone has a role to play in its success, and our commitment is to support people with learning disabilities to be recognised for their contribution.

OUR VISION

Our vision is a world where people with a learning disability have the same rights as everyone else, have access to the same opportunities as everyone else and receive the support they need, in the way they need it, so that they can live happy, healthy, productive lives as independently as they can.

We believe that every person who uses our services should be supported to achieve their ambitions in a way that celebrates their individuality and uniqueness. Our person-centred approach is inclusive of all and gives our service users the skills and confidence to be ambitious and participate in new opportunities that broaden and enhance their lives.

Our core values and shared objectives are rooted in our belief that every person we support is a valuable member of our society and are equal to everyone else within it.

OUR VALUES

- **Choice** – giving everyone the information they need to make good choices
- **Collaboration** – with our communities to increase participation and achievement
- **Respect** – an environment where everyone is seen, heard and valued

- **Safety** – safe services run by safe people in an environment where everyone is able to speak out without fear
- **Trust** – embracing accountability, honesty and openness at every level across the organisation

About the Role

As part of the team responsible for the Supported Living Service, you will provide support on a daily basis to service users that promotes and encourages independent living for all and enables them to live an active and fulfilling life within the community.

Key Responsibilities

1. Help people to lead a healthy lifestyle by supporting them to make healthy lifestyle choices in relation to their diet, physical activity, and their personal care needs, and supporting them to access healthcare support when needed.
2. Support people to undertake for themselves all areas of domestic activities including cleaning, laundry, shopping, preparing and cooking food, and gardening where relevant.
3. Provide simple and concise communication in order to support people with limitations of understanding.
4. Support and assist people in all areas of activities within their home and the community, in line with support plans & guidelines, as directed by the Service Manager, to help develop and maintain their skills according to need and ability.
5. Support people to manage the requirements of their tenancy agreements.
6. Provide support in a way that reflects organisational values, respects the privacy and dignity of individuals, and promotes respect for their home and personal space and possessions.
7. Ensure that a positive image is maintained for people using our services both in their home and the community, reporting any concerns to the Service Manager.
8. Follow all risk assessments in place and creating new risk assessments as directed by the Service Manager.
9. Order, check and administer prescribed medication where appropriate in line with policy and legislation.
10. Maintain all documentation in line with the Trust's policies and procedures ensuring compliance with the Data Protection Act.
11. Work in line with the guidelines set out in the Keyworker Role in the Supported Lifestyles handbook.
12. Report any concerns regarding inappropriate practice from colleagues or other professional to the Service Manager as soon as practicable possible.
13. Maintain good working relationships with colleagues, families and next of kin of people using our services, and any other professionals involved with their care and support.
14. Ensure all support is provided using person centred approaches following good practice guidelines.
15. Support people with their finances and budgeting as and when required and follow Trust policy in relation to the safekeeping and handling of service user finance and property.
16. Support and encourage service users to be good neighbours and citizens.

17. Promote the independence of people using our services, ensuring their rights and liberties are upheld at all times.
18. Achieve and demonstrate agreed standards of personal and professional development within agreed timescales and undertake any training as required.
19. Proactively promote the Trust's Equality, Diversity and Inclusion Policy with respect to service users and their families, colleagues and external partners.
20. Maintain the confidentiality of all people using our services as required by policy.
21. Undertake any appropriate duties as may be reasonably required on either a short-term or long-term basis.

General Responsibilities

1. Be responsible for your own health and safety and contribute to the overall management of health and safety requirements across the organisation and comply with all the requirements of the Health and Safety at Work Act 1974 in relation to your responsibility for the health and safety of others.
2. Comply with all the requirements of the Data Protection Act 2018 and the General Data Protection Regulations 2018 to ensure the appropriate management of personal and sensitive personal data.
3. Comply with all safeguarding policies and procedures in relation to reporting safeguarding concerns and follow all safety plans that are implemented to manage safeguarding concerns to ensure the safety and wellbeing of service users.
4. Proactively promote the Trust's Diversity, Equity and Inclusion policy to ensure inclusion and equity for all our people.
5. Respect the right to privacy and the confidentiality of all people using our services, including their families and carers, and maintain appropriate levels of confidentiality relating to colleagues, volunteers and any other person involved in the work of the Trust.
6. Support fundraising events and activities to support the development of the services the organisation delivers when required – this may include evenings and weekends.
7. Positively promote the work of the Trust when attending external meetings, events, and training courses.
8. Attend all training and development opportunities provided by the Trust to support you in your role.

PERSON SPECIFICATION

A - Application (used for shortlisting); I – Interview

Essential Experience	
Experience of working in supported living or residential settings	A/I
Management and administration of medication	I
Managing people with a wide range of support needs	A/I
Lone working in the community and within a residential setting	I
Responding and managing challenging situations relating to behaviours with minimal support	A/I
Supporting people with learning disabilities to participate in activities in the community	A/I

Using Case Management Systems for data and outcome recording	A
Following adult safeguarding and protection processes	A/I
Essential Knowledge/Skills	
Understanding of the Care Quality Commission regulations and standards	A
Ability to advocate for people with learning and communication limitations	I
Ability to cope in stressful situations with minimal supervision and make informed decisions when responding to emergencies	I
Ability to manage a varied workload and prioritise activities and responses in order of importance	A/I
Minimum of Care Certificate Level 2 and willingness to progress	A/I
Desirable Experience/Knowledge/Skills	
Care Certificate – Level 3	A

Flexible Working:

Flexible Option	Can this role accommodate?	If no, why?	If maybe, why?
Part time Hours	Yes		
Night Work	Yes		
Split Shift	Yes		
Work from Home	No	This role requires the employee to be on site.	

Competencies

- **Collaboration:** Ability to develop and maintain working relationships internally and externally.
- **Communication:** Ability to communicate information clearly in different formats to service users and colleagues.
- **IT Literacy:** Ability to use IT systems for the purposes of email and data management, and to use basic software packages including Microsoft Office (Outlook, Word, Excel, PowerPoint).
- **Proactive:** Self-motivated with a reliable approach to timekeeping, a positive approach to problem-solving and able to work independently or with minimal supervision when required.
- **Systems driven:** Ability to improve processes and develop systems to improve efficiency.

Other Information

We are strongly committed to ensuring equity and inclusion to ensure the voices of our users and beneficiaries are represented across our organisation to impact on our

strategic aims, vision and mission. We particularly welcome applications from people with disabilities, people of colour and people from different socio-economic and educational backgrounds.

Safer Recruitment: Safe recruitment is central to the safeguarding of our service users. As part of recruitment, we carry out a vetting and barring check for those successful at interview, but this does not necessarily exclude applicants with convictions. The DBS check for this role will be at **Enhanced with Barred** check level. Failure to declare any relevant information that is later provided by the Disclosure and Barring Service, may result in any offer of employment being withdrawn.

Please confirm you have read and understood the above by signing and dating below:

Signature _____

Date _____