

## Job Role

### Personal Assistant

## Job Description

This Job Description and Person Specification is a statement of the core duties of a Personal Assistant. The client is the employer. \*Please note: Inclusive Case Management are not the Employer, nor should we be referred to as such.

### Accountability

The Personal Assistant is accountable to the client's wife, who is responsible for the employment and signing the contract on behalf of the client, and the Case Manager of Inclusive Case Management who will provide direction and control on behalf of the individual receiving the support.

### Role and Responsibility

The main responsibility of the Personal Assistant is to provide direct support to the clients. The role requires the ability to use initiative and work independently and creatively, providing support that enables the client to have the quality of life they wish for.

## About the client

Our client is a 52-year-old family man. He is looking for a dedicated and reliable personal assistant to provide tailored support in his daily life. Our client enjoys and active lifestyle including going out and cycling on his recumbent bike, swimming, gardening and cooking.

Our client experiences communication, cognitive and mobility difficulties as a result of a brain injury. He does not require intimate personal care but does need some help mobilising and arranging my belongings within reach.

The current support team all enjoy working with our client and say that he is a funny man with a dry sense of humour who likes to chat about what is going on in the world.

## Main responsibilities

Our client requires a personal assistant to join a small team. This will involve taking an active role in our client's activities, under the supervision of appointed therapy professionals.

A private case manager is involved working alongside the client and his family. A full induction training programme will be organised in order to familiarise the successful candidate with our client's needs and complete training on his therapy programme.

To ensure the client receives the highest quality of support in line with the values of Inclusive Case Management the role of the Personal Assistant will be:

- To provide direct support that meets the client's person-centred support plan.
- To actively support the client with their communication and empower them to take control of their own lives.
- To ensure the client remains at the centre of their support.
- To ensure any concerns regarding the client, and/or any safeguarding concerns are reported to the Registered Manager/ Director at the earliest opportunity.
- To adhere to and implement Inclusive Case Management policies and procedures.

### Key Duties

- To help the client go out on his recumbent bike.
- To always treat the client with dignity and respect and allow them choice and control of their lives.
- To support the client to develop and maintain relationships within the community, including their friends and family and neighbours.
- To assist the client to explore and take part in activities.
- To work with the client to develop and maintain new skills.
- To communicate respectfully with the client, their family and other members of the support team.
- To support the client and/or their family to report any concerns or complaints.
- To use initiative when unforeseen events occur, and the family / case manager are not directly available to provide guidance.
- To support the client to meet their household responsibilities.
- To take part in regular Supervision and attend team meetings and training as required.
- Duties may vary from time to time in line with the need of the service and as agreed with Inclusive Case Management.
- To make a daily report following each duty regarding the client's welfare.

### Experience (Desirable)

- Experience of working with individuals with an Acquired Brain Injury, either paid or voluntary (this can include caring for family/friends).

### Skills/Attributes (Essential)

- Excellent communication skills and ability to maintain confidentiality.
- Good time management and organisational skills.
- Ability to work independently using initiative and equally, as part of a team.
- Ability to work flexibly, including alternate weekends, evenings and bank holidays.
- Ability to support individuals that may challenge, calmly and effectively, including implementing clear boundaries when required.
- Ability to forward think and problem solve.

### Qualifications (Essential)

- Willingness to complete Induction and relevant Mandatory Training.
- Commitment towards own professional and personal development.

### Additional Requirements (Essential)

- This post is subject to an Enhanced Disclosure and Barring Service (DBS) check with satisfactory clearance.
- Where using own car for work purposes, a copy of full driving licence, MOT certificate and business class insurance certificate MUST be provided.
- To respect the privacy of the client. All matters relating to the client's situation and family are to be treated as confidential and are not to be disclosed to a third party.