JOB DESCRIPTION

Job Title: **Personal Assistant**

Job Summary: To support clients with mental health issues in their own homes, so that they may live in the community as independently as possible.

Hours of Work: Variable

Leave: 5 weeks plus statutory bank holidays per annum, pro rata.

Responsible to: PA Service Manager

Main Duties:

- To provide emotional support.

- To accompany clients to appointments such as doctors, dentists, hospital - waiting with them and ensuring they get home safely.

- To support clients to visit friends, attend social events, go shopping or otherwise participate in cultural, leisure or informal learning activities.

- To support clients to carry out light domestic tasks in the home and garden. Where more substantial assistance is needed, to support the client in making arrangements for this.

- To ensure clients are aware of other services, organisations and opportunities in relation to education, volunteering, employment and leisure.

- To support clients with financial management and budgeting, including applying for welfare benefits and in paying household bills.

- To support clients in planning, shopping for and preparing nutritionally and culturally appropriate meals.

- To keep accurate and relevant records as required by the line manager.

- To maintain effective communication with the PA Manager, who retains responsibility for the running of the service.

- To work in accordance with the conditions, policies and procedures of Norton Housing and Support including abiding by the Confidentiality Policy and Lone Working Policy.

- To attend Supervision sessions and Team Meetings as agreed with the PA Manager / Manager.

- To carry out any other reasonable duties as required by the PA Manager.

Data Protection and Confidentiality

To work within the confidentiality and data protection policies and procedures of Norton Housing and Support, in particular by;

- Ensuring confidential information is kept in a secure location and not relayed to unauthorised personnel.

- Protecting computer systems from unauthorised access – e.g. maintaining the security of your password, not bypassing security software.

- Promptly reporting to your Line Manager any data breaches that you become aware of.