

EAST BORO HOUSING TRUST

JOB DESCRIPTION

Post

Personal Support Assistant

Responsible To

Housing Support Manager

Purpose

- 1) To provide an efficient personalised support service to individuals as directed by Line Manager and in agreement with individual's Support Plan.

Support Duties

- 1) To ensure all Individuals who are supported by East Boro Housing Trust are provided with an efficient support service.
- 2) To ensure all individuals receive support to complete and implement their individual support plans. To supervise and assist with the delivery of the support plan and to provide general counselling and support including assistance with shopping, accessing community facilities, medical appointments and other activities as required to support tenants to maintain their independence.
- 3) To support individuals to access their places of worship, if required, and to support them to follow their cultural/religious beliefs in their daily living.
- 4) To liase with Statutory, Voluntary and Business Agencies as required to ensure 1) and 2) above are achieved as directed by the Housing Support Manager.
- 5) To ensure individuals receive and are satisfied with the services specified within their support agreement. To provide all documents in the most appropriate format.

- 6) To liaise with friends and relatives of individuals and to inform them of special events or issues concerning the individual, where the individual has given their consent.
- 7) Assist the Housing Support Manager to ensure that assessments are undertaken when appropriate and that these are recorded to a high standard.
- 8) Assist the Housing Support Manager to investigate complaints as required.

Administration Duties

- 1) To deal with individual service enquires.
- 2) To record information in line with Individual Support Plans and East Boro Housing Trust's Recording and Reporting guidelines.

General Duties

- 1) To attend staff meetings as requested by the Housing Support Manager.
- 2) To deal with support emergencies outside of office hours if requested by the Housing Support Manager.
- 3) To promote East Boro Housing Trust and its work in the community and in all areas of its operation.
- 4) To attend forums, meetings and conferences as and when directed by the Housing Support Manager.
- 5) To communicate clearly with other staff, managers, customers and all other agencies and interested parties.
- 6) To undertake any other general or support duties commensurate with the post as requested by the Housing Support Manager.

Equal Opportunities

To comply with and promote the terms and conditions of the East Boro Housing Trust equal opportunities policy.

Data Protection

To comply with the terms and conditions of the 1984 & 1998 Data Protection Acts.