

Independence Support Assistant (ISA)

Salary: Band 7 £29,777 to £33,945 p.a.

37 hours per week

DBS Disclosure at Enhanced level will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

Portsmouth City Council is committed to safeguarding and promoting the welfare of 'adults at risk' and expects all staff and volunteers to share this commitment.

The Service

Our purpose: 'Help me, when I need it to live the life I want to live'

Adult Social Care aims to enable people to:

- Live independently.
- Stay healthy and recover quickly from illness.
- Exercise maximum control over their own lives and where appropriate the lives of their family.
- Participate as active and equal citizens.
- Have the best possible quality of life irrespective of illness or disability.
- Retain maximum dignity & respect.
- Sustain a family unit which avoids children being required to take inappropriate caring roles.
- Support communities to be stronger.

What is the role?

You will be ensuring people eligible for social care assistance have the maximum choice, control and power over the support services they receive to achieve the best possible quality of life and the equality of independent living wherever possible.

You will work within The Care Act eligibility criteria to provide assessment and advice to clients and carers, to manage practical tasks through a problem-solving approach.

Within this your main duties will include:

General

You will be responsible for the caseload of an identified client group as allocated by the Assistant Team Manager and will also be required to participate in the duty rota. You will remain as the named contact whilst a client is in receipt of services and living in the community and work with them and their carers to identify needs and access services, referring to other agencies where applicable, providing specific advice and information. This will involve both telephone contact and face to face visits in appropriate settings.



You will be required to refer cases, in discussion with your supervisor, to an appropriate professional (Social Worker or Occupational Therapist) where complex needs or safeguarding issues arise.

You will also be expected to maintain confidentiality of client and other information and to share client information in accordance with information governance principles.

Assessment

You will be required to undertake assessments of needs in accordance with The Care Act eligibility criteria. This will involve assessing the function and potential physical abilities of clients in all daily living tasks/roles, taking into consideration the clients' social, environmental and psychological needs. Assessments and support planning will be undertaken using a strength-based approach.

Review

You will be required to carry out initial and regular reviews/updates to support plans, to ensure they meet changing needs and risk over time of the client.

You will also be expected to work within all council & adult social care policies and procedures including using the appropriate electronic systems.

The nature of this post will require flexibility to meet urgent work needs as they arise. This will inevitably entail some work outside normal office hours. The job profile, therefore, is not intended to be exhaustive.

The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied after discussion, subject to the needs of the service and in keeping with the general profile of the post.

From time to time, you may be asked to work at a different base to cover operational needs.

Who is the person?

You need to have/be:

1. Good literacy and numeracy (A - C in Maths and English or equivalent qualification will be required to go onto complete further qualifications in post).
2. Experience of working (paid or voluntary) in a care related field e.g., social care, health, therapeutic setting.
3. Knowledge of The Care Act 2014.
4. The ability to communicate sensitively positively and clearly to a wide range of people, in a wide range of formats. This will include the ability to write clear, concise reports and letters and use IT systems.
5. Approachable and available to vulnerable people and actively ask for and consider others' views and opinions.
6. Able to acknowledge, respect and respond to individual differences and diversity requirements.

7. Excellent organisational skills to enable you to manage your workload effectively and ensure your targets and deadlines are met, whilst remaining calm under pressure.
8. The ability to look for and act on opportunities, including working with others, to improve services for clients, with regard to promoting independence and reducing risk.
9. Have excellent customer service skills and be a positive representation of the organisation.
10. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post
11. Is an excellent team player who is willing to support the team as well as being able to work on their own initiative and make appropriate decisions.
12. Able to meet new challenges and problems in a positive, outcome focused way.
13. Have a positive and proactive approach to developing own skills, knowledge and learning.
14. Flexibility to work occasionally outside of office hours.
15. The ability to travel around city and gain access to a variety of venues throughout Portsmouth including client's homes.
16. Support and assist in the moving and handling of people with varying levels of mobility.

How to apply: Remember to demonstrate why you are suitable against each of the points described in the 'Who is the Person' points on the Job Profile using examples from your experience or transferable skills. This might be through qualifications or descriptive examples from your work / personal experience, which clearly illustrates what you did and the effect it had. This is important or you are likely not to be shortlisted. Please do not just submit a CV.

General Data Protection Regulation (GDPR)

As part of any recruitment process, Portsmouth City Council collects and processes personal data relating to job applicants. Portsmouth City Council is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations under the General Data Protection Regulations (GDPR).

Completing and sending an application in for a vacancy is your consent for us to process your data for the purpose of recruitment. Your data is not used in any other way and you can withdraw your consent at any point in the recruitment process and we will destroy or delete your information.

For more detailed information on what we collect, how we use, store, delete data and your rights you can access a privacy statement on our Job board.

This role is eligible for a DBS check and the DBS have published a privacy notice to ensure individuals are fully informed of the use of their personal data; their rights and that Portsmouth City Council are meeting the necessary requirements when submitting DBS checks. It is important that you read and understand this privacy policy before any application is submitted to the DBS.

Visit the government website to view the full notice.



Please include the below statement in your application. It is important you know your rights.

I have read the Standards/Enhanced Check Privacy Policy for applicants and I understand how the DBS will process my personal data and the options available to me when submitting an application

Signed.....Dated.....

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.