

Corby Borough Council – Job Description

Elderly Support Assistant

Service Area:	Housing and Neighbourhood Services – Supported Housing
Reports To:	Supported Housing Team Leader
Responsible For:	N/A
Scale:	2

Overall Job Purpose:

To be a member of a team of support workers providing a regular and emergency visiting service to elderly residents living in sheltered housing , or connected to the contact centre via the emergency alarm service. Supporting residents to maintain and develop domestic, life, and social skills to remain independent in their own home.

The Elderly Support Assistant will be responsible for providing a visiting service if required, to Corby Borough Council's Sheltered Housing Properties and residents connected to the Community Alarm Service

The main responsibilities will include referring residents to the Mobile Support Service and Contact Centre when required, ensuring that all residents are able to gain access to health and wellbeing services, assisting with maintaining independent living skills.

The Elderly Support Assistant will be required to work on a rota basis including evenings, weekends and bank holidays.

The Elderly Support Assistant will be expected to participate in the out of hour's duty rota, providing a keyholder option for vulnerable residents in the event of an emergency.

Main Duties and Responsibilities:

(This list contains the main duties and responsibilities of the post holder but it is not an exhaustive list)

1. To respond to emergency calls made to the Contact Centre, visiting residents and taking action in accordance with the department's responsibilities.
2. Providing residents with assistance, support and reassurance in the event of an emergency.

3. To be alert to the state of health and dependence of users of the service taking the appropriate actions in accordance with departmental guidance.
4. To ensure that all information relating to client records, support plans and reviews is provided on a regular basis.
5. To liaise with the Mobile Support Services, Caretaking Services, Police and Emergency Services. To report back to the Council's Contact Centre service to obtain information and provide assistance.
6. To provide reports to line management as requested in the context of the duties and service provided.
7. To provide the Contact Centre with up to date information for the database and any other computerised record systems as directed.
8. To deputise for other Elderly Support Assistants during periods of holiday/sickness and training at the direction of line management.
9. Act at all times with honesty and integrity and be aware of statutory obligations of the employer.
10. To respond to any changes in the service provision.
11. To undertake allied duties as instructed in the context of the service's responsibility.
12. Carry out the authority's commitment to the Data Protection Act.
13. Ensure that the Health and Safety of themselves and all others affected by their work is a priority and H&S procedures and policies are strictly followed and adhered to.

Additional Information / Local Agreements attached to this post

Post holder must be willing to travel
Post holder will be required to take part in call out duties
Post holder must hold a valid driving licence
This post is subject to a DBS check

I have read and understood the job description and sign to accept the above terms and conditions of employment.

Employee Signature _____ Date: _____

Authorisation Signature _____ Date: _____

Corby Borough Council – Person Specification

The ideal candidate will be able to demonstrate the following skills, knowledge and experience

Criteria	Skills, Knowledge, Experience etc	Essential / Desirable	Method of Assessment
Education / Qualifications	Good General Education	E	Application
	NVQ level 2 Health and Social Care	D	Application / Interview
Skills / Experience	Experience working in a supported/sheltered housing or similar environment	E	Application / Interview
	Experience of working with people with Dementia	D	Application
	Experience of sending and receiving emails	E	Application
	Experience working in partnership with Health and Social Care professionals	D	Application
	Understanding of Equal Opportunities and Discriminatory Practice issues	E	Interview
	Able to communicate effectively both orally and in writing	E	Application
	Ability to maintain accurate and keep timely records	E	Interview
	Able to exercise strict confidentiality	E	Interview
	Ability to work under own initiative	E	Interview
	Able to follow instructions	E	Application
	Ability to follow relevant policies and procedures	E	Interview
Miscellaneous	Ability to make sensible decisions in urgent situations and cope under pressure	E	Interview
	Must hold a valid driving licence	E	Application

