



## **Job Description for a Engagement Assistant**

### **Purpose of the Job**

To work as part of a team to deliver a community engagement service for people with varying degrees of physical/sensory/learning disabilities and autism; to enable them to engage with their community by providing a range of work, education, social and leisure opportunities; in either one to one (lone working) or group activities; ensuring each individual receives the support required to gain the full benefits of activities, and facilities in their local communities.

To work in partnership with a range of community agencies, providers, health professionals and stakeholders to ensure delivery of person centred support, offering a range of opportunities that enhance life experiences, to support personal development and independence and promote community inclusion.

### **Main Responsibilities of the Job**

- To provide day-to-day support to individuals attending the service, including researching and planning social and leisure activities, work placements and educational opportunities, in line with best practice and Customer Service Excellence Standards.
- To be aware of and implement safeguarding procedures on a day to day basis to ensure adherence to best practice.
- To offer the appropriate level of support, following individual planning guidelines, such as personal care, medication, eating and drinking, finances etc, to enable individuals to gain full benefit from all activities offered.
- To support Individuals to improve their own physical and mental wellbeing.
- To provide day to day support to individuals in their development, ensuring all Individuals receive quality support.
- To assist in building strong collaborative working relationships with other service providers, regulatory bodies and healthcare professionals.

- Undertake comprehensive risk assessments for all activities and operate within the companies Lone Working and Health & Safety policies consulting with the line Manager as appropriate and where difficulties arise.
- To maintain confidentiality and respect the dignity and privacy of individuals in line with **Choice Support** policies and procedures.
- To promote a user-led service, both internally and externally
- To work with individuals in preparing and agreeing their personal support plan and activity timetable, working towards community inclusion.
- To recognise the barriers to community inclusion, identifying and demonstrating solutions focussed skills and knowledge.
- To work with individuals to create and maintain their personal documentation and support plans.
- To keep up to date with basic knowledge of legislation and its application, particularly the Equality Act, Health and Safety at Work (including Risk Assessments), Welfare Benefits, Equal Opportunities and Health and Wellbeing, ensuring that services signpost Individuals appropriately for further expertise.
- To be part of the delivery team for Mental Health directorate Learning and Development.
- To work flexibly, to be on time and to engage in a variety of tasks.
- To support and cover service activities when required and as directed by Service Manager/Team Leader

### **Duties of the Job**

- To ensure effective and appropriate communication with all stakeholders including; individuals, carers, staff, community agencies and partner organisations.
- To communicate clearly, concisely and honestly about the support that is being provided to individuals and to colleagues, using agreed forms of communication.
- To get to know individuals and how they want to be supported.
- To listen and offer advice when asked or needed, to support decisions being made.
- To keywork individuals, developing effective working relationships to identify individuals' aspirations both short and long term.



- To effectively manage risk and support positive risk taking when working with Individuals.
- To ensure effective listening skills are applied in all activities undertaken with individuals, providing information consistently and concisely.
- To provide flexible support based on individual need and preferences.
- To support individuals to make informed decisions and choices.
- To ensure the working environment is presentable at all times and portrays an image which is professional and has a positive reflection on **Choice Support**.
- To be responsible for attending relevant meetings, events and supervision.
- To take on other duties as considered commensurate with the post; including providing support across the Directorate, as defined with Line Management.
- To work with Service Manager/Team Leader and colleagues to carry out tasks and ensure they are not left undone.
- To carry out administration work which could include but is not limited to: - report writing, handling money, filing, telephone and computer work.
- To participate in training and supervision to develop own skills and support provided.

### **Training and Support**

- You will receive induction to **Choice Support** and to your job
- You will have a line manager and receive regular supervision
- You will be provided with training to enable you to do your job effectively
- **Choice Support** will, where possible and relevant to your job, support you to further your training and learning.

**The Right Person for the Job (person specification)**

<b>Criteria</b>	<b>Essential</b>
Qualifications	<p>Experience of working in Learning Disability, PMLD and community engagement services.</p> <p>QCF or equivalent NVQ level II an advantage</p> <p>High Standard of Literacy and Numeracy</p>
Demonstrable Knowledge	<p>Understands values and principles of <b>Choice Support</b></p> <p>Understands challenges for people with varying disabilities, commitment to supporting people to have a quality lifestyle</p> <p>Thorough understanding of safeguarding issues and procedures including Deprivation of Liberty and Mental Capacity as well as principles of Health and Safety</p> <p>Working knowledge of the current welfare benefits system</p> <p>Knowledge of current legislation and best practice in terms of personalisation and supporting people to have a high? quality lifestyle</p>
Skills/ Experience	<p>Experience in social care is an advantage or equivalent transferrable skills</p> <p>Ability to Lone Work</p> <p>Good verbal &amp; written communication skills</p> <p>Accurate record keeping</p> <p>Organisational skills</p> <p>Excellent interpersonal skills</p> <p>Ability to solve problems / take decisions quickly on own initiative, demonstrating a solutions focussed approach</p> <p>IT Skills including UK online and use of <b>Choice Support</b> systems</p> <p>Marketing and presentation skills</p> <p>Experience of partnership working</p> <p>Confidence in dealing with external agencies</p> <p>Experience or ability to demonstrate skills required to support and supervise others</p>



Personal attributes	Reliable Honest Flexible Creative and Innovative, can do approach Able to take initiative Resourceful Respectful A good listener and willing to learn Ability to work under pressure with intense concentration, despite interruptions Able to meet deadlines Discretion and tact while working with individuals, partner organisations and relatives
Behavioural Competence	Value Diversity Customer Focus Growing and Developing Working Together

