

Job Description: Personal Assistant (zero-hour contract)

An exciting opportunity has arisen to work as a Personal Assistant (PA) at deafPLUS. We are part of a UK-wide YOUchoose consortium responsible for delivering a high- quality PA service across London. The aim of the service is to support D/deaf, hard of hearing and deafblind people to remain independent, build confidence, and learn new skills. We do this by helping with activities such as cooking, shopping and cleaning, and assisting them to get in touch with local services and to access outdoor activities.

Job Title: Personal Assistant (PA)

Location: Home visiting service. Main office base at Community house, Bromley, BR1 1RH

Line Manager: Holly Ritchie

Job Aims: To provide a bespoke personal assistant service to our service users

Terms and Conditions: This is a Zero-hour contract. You will be paid for the work that you do.

Main tasks:

1. Assist service users in accordance with their individual support plan. This may include helping with tasks around the house such as shopping cleaning and cooking, translating letters, booking and attending appointments, and going shopping.
2. Help to meet service user's aims and goals, and review these every three months together with the YOUchoose Coordinator
3. Report back to the manager at the end of the day with detailed client casenotes
4. Carry out risk assessments and report safeguarding in line with deafPLUS's policy

Other:

1. Adhere to and promote deafPLUS's policies and procedures, including Equal Opportunities, Health and Safety, Confidentiality and Total Communication policies.
2. Participate in development through quarterly supervisions and annual appraisals, team meetings, and any relevant internal and external training.

Benefits to you

1. Flexible working arrangement
2. Training courses suitable to your needs
3. Annual leave
4. Competitive rates, including weekends
5. We are a London Living wage employer

PERSONAL SPECIFICATION

Please read the requirements below carefully. We will shortlist applicants based on how successfully you meet each of the criteria below.

Essential

Skills, Knowledge and Experience:

- 1) Minimum of BSL level 2 (or native BSL users)
- 2) Experience of working in a PA role or caring (paid or unpaid)
- 3) Excellent organisational (time management) skills
- 4) Experience of supporting people with complex needs in a friendly and empowering way
- 5) Good understanding of safeguarding, including what this means and what to do if you identify there is a concern. Please give examples from experience if you can.
- 7) Good understanding of confidentiality, consent and GDPR
- 8) Good IT skills, using email, internet, and a database to record casenotes (or willingness to learn how to use one)

Other:

- 1) Willingness to work flexible hours, including weekends and bank holidays where necessary

Desirable

- 1) A communicator guide qualification or experience of working with deafblind people would be an advantage, including the use of a deafblind manual and guiding skills

If successful, an enhanced DBS (Disclosure and Barring Service) check will be required for this role.