

Post: Personal Assistant**Accountable to: AD Community Department**

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • BSL Level 1 (minimum) or equivalent 	<ul style="list-style-type: none"> • Adult Safeguarding training • Communicator Guide qualification
Experience	<ul style="list-style-type: none"> • Experience of working in a Personal Assistant (or similar) role 	<ul style="list-style-type: none"> • Experience of working in the voluntary/statutory sectors
Skills	<ul style="list-style-type: none"> • Communication, reasoning and negotiation skills • Ability to maintain positive interpersonal relationships with clients and those in their support network, colleagues and other professionals • Organisational skills, including the ability to complete and maintain client records and other relevant paperwork in a timely manner • Advocacy skills • Deaf awareness • Client focused • Computer literate • Research skills required to source potential activities for clients to access 	
Personal Qualities	<ul style="list-style-type: none"> • Ability to use own initiative • Advanced planning skills • Ability to communicate with a diverse range of people in a wide variety of settings • Demonstrate a polite, sensitive, professional approach with an understanding of both professional and personal boundaries <ul style="list-style-type: none"> • Ability to work individually and as part of a team • Reliable • Demonstrate enthusiasm and personal drive 	<ul style="list-style-type: none"> • A commitment to equal opportunities and the empowerment of D/deaf people • A good sense of humour • An interest in sports and other recreational activities • Ability to maintain composure when faced with challenging situations.

Circumstances	<ul style="list-style-type: none"> • Ability and willingness to work flexible hours including evenings and/or weekends depending on the needs of the client. • Willingness and flexibility to travel to and from clients' homes and to accompany them to a variety of venues 	<ul style="list-style-type: none"> • Full driving licence • Own transport • Willingness to undertake further training as required
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Post: Personal Assistant (PA)
Accountable to: AD Community Manager

Job Title: Personal Assistant

Job Summary: Providing support to deaf, hard of hearing, deafened and deafblind clients living in the community in the Midlands area and beyond

Responsible to: Martin Anderson- Service Manager

Hours of work: Various

Pay Rate: £9.80 per hour Monday - Friday
£11.70 per hour weekends and bank holidays
Bonus Incentive Scheme
Training Package(s)

Base: Action Deafness, ATIC, 5 Oakwood Drive, Loughborough, LE11 3QF

Staff Responsible for: None

Key relationships: Client
Members of the clients' informal support network
Adult Social Care Services
Health Care professionals
AD Community, AD Communications and other relevant departments within Action Deafness

Purpose of the Personal Assistant role:

Our Personal Assistants promote clients' independence as much as possible by providing personalised support, empowering clients to carry out daily tasks, and supporting them with communication where necessary, to access services in the community.

AD Community Support Service prides itself on enabling clients to lead more enriched and fulfilled lives, increasing their confidence, reducing isolation and working with them to achieve their potential.

Principal Responsibilities of Personal Assistant

- To support a number of D/deaf and deafblind clients in a diverse range of community settings.
- To deliver specifically and appropriately personalised support to clients, empowering them to develop independent living skills and facilitating access to the wider community.
- To support clients to complete everyday living tasks including the payment of bills, managing correspondence and developing hobbies and interests.
- To facilitate access to local communities, facilities, services, information and opportunities.
- To ensure that client confidentiality is maintained.
- To liaise with AD Community Manager regarding clients' current and emerging support needs and achievements.
- To attend regular supervision meetings and commit to attending agreed training opportunities.
- To keep accurate records, including timesheets, client records, etc., carrying out all the essential administrative tasks relevant to the post.
- To attend and contribute to Departmental/full staff meetings as required.
- Be willing to work evenings and weekends.
- Undertake any additional duties as requested by the Chief Executive of Action Deafness.