



Support Assistant (Category 2.5 Sheltered Housing)

Salary: Band 5 - £27,346 - £29,170 p.a. (£16,629 - £17,738 pro rata for 22.5 hours) plus 17% shift allowance

Hours per week: 22.5 hours per week, Monday - Sunday - worked over a 2-week rota, both days and evenings

Location: Nicholson Gardens, Portsmouth

Contract type: Permanent

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. Every post is subject to PCC and Portsmouth Safeguarding Adults Board safer recruitment procedures.

This role requires a Disclosure and Barring Service (DBS) check at Standard/Enhanced level which will be required prior to any offer of employment and this post is exempt from the Rehabilitation of Offenders Act 1974.

The Service: Housing, Neighbourhood and Building Services

The overall purpose of Sheltered Housing is to provide the right accommodation and support when needed.

Sheltered Housing is purpose-built accommodation offering support for people 55 years and over who need support in maintaining their independence. Residents have their own tenancy agreement with Portsmouth City Council and therefore can live independently in their own accommodation but with the reassurance that support is available as needed. There are shared areas in the sheltered scheme in which residents can meet and enjoy some social activities.

As a service we take pride in making a positive difference in helping our residents maintain their independence in their homes. The Support Assistant role is a crucial one in ensuring that we can meet our purpose.

What is the role?

You will be working in a Portsmouth City Council Category 2.5 Sheltered Housing Scheme. The current vacancy is at Nicholson Gardens, although you may be required to work in another Category 2.5 sheltered scheme if there is a need.

You will be part of a Support Assistant team under the supervision of the Scheme Manager who will provide you with the induction and guidance that you need to gain confidence in the role. This is in addition to other training available to assist you in your personal development.

As a Support Assistant, you will provide residents with day-to-day help according to need. This for example may involve domestic help or personal reassurance. Where support is needed, you will liaise with care agencies, Adult Social Care, GPs, chemists and families of residents. You will need to be able to deal with any emergencies and on occasions, this will involve assisting some frailer residents with personal care issues, as well as being able to manage challenging behaviour from time to time.

You will spend time with residents to understand their support needs, documenting your learning on residents' support plans as well as updating residents' records at the



time as appropriate. You will be involved in the serving of meals to residents, and this, as well as some other activities, will require you to handle and account for cash collected from the residents.

Part of your duties will be to assist the Scheme Manager with ensuring the security of the building and the carrying out of various health and safety checks. You will also support the Scheme Manager in promoting and facilitating social activities in the sheltered scheme.

You will be working 22.5 hours per week as part of a rota, Monday to Sunday including Bank Holidays, with the earliest shift commencing at 7am and the latest ending at 10pm. There will be periods of time when you are working alone in the scheme. You will be expected to work flexibly to meet the demands of the service and to cover leave and other staff absence to ensure the delivery of the sheltered housing service.

Who is the person?

You need to:

- Have a caring nature, enjoy talking to people and have good listening skills.
- Have a professional approach to your work.
- Have good written skills and basic numeracy.
- Be prepared to provide domestic help to residents who require support, and in an emergency, with their personal care.
- Be physically able to participate in moving and handling tasks.
- Be a good team worker, have the confidence to work alone and to deal with challenging situations in a calm manner.
- Have basic IT skills - e.g. basic use of Microsoft Word and Outlook.
- Be flexible and reliable. Although mainly working in one scheme, you will be prepared to work in other schemes to meet the needs of the service. You also need to be flexible with your hours in order to meet the demand and needs of the service within the scheme in which you are working.
- The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

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

General Data Protection Regulation (GDPR)

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our [careers portal](#).