



Support Assistant - Category 2 Sheltered Housing

Salary: Band 4 - £13,016 - £13,673 p.a. (FTE £26,033 - £27,346 p.a)

Hours: 18.5 hours per week, Monday - Friday afternoons

Contract: Permanent

Location: Connors Keep, Wecock Farm PO8 9XJ

Closing Date: Sunday 27 September

Portsmouth City Council is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.

DBS Disclosure at Enhanced level 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 Category 2 Sheltered Housing Scheme. These schemes are in Leigh Park, Crookhorn and Wecock Farm.

The current vacancy is at Connors Keep, although you will be required to work in a nearby Category 2 sheltered scheme if there is a need.

You will be part of a small 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, social workers, 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. Some activities, for example, the selling of laundry tokens, 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 each day from Monday to Friday (excluding Bank Holidays), with regular afternoon shifts amounting to 18.5 hours per week. 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. The normal hours of working are:

Monday to Thursday	1.15pm to 5pm
Friday	12.30pm to 4pm

Who is the person?

You need to:

1. Have a caring nature, enjoy talking to people and have good listening skills.
2. Have a professional approach to your work.
3. Have good written skills and basic numeracy.
4. Be prepared to provide domestic help to residents who require support, and in an emergency, with their personal care.
5. Be physically able to participate in moving and handling tasks.
6. Be a good team worker, have the confidence to work alone and to deal with challenging situations in a calm manner.
7. Have basic IT skills - e.g. basic use of Microsoft Word and Outlook.
8. 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.
9. The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.



If you feel that this is the opportunity for you, please complete your application.

More information about sheltered housing can be found on Portsmouth City Council's website:

<https://www.portsmouth.gov.uk/services/housing/council-tenants-and-leaseholders/sheltered-housing-and-extra-care/>

Additional Information

If you would like to discuss this further or have any questions, please contact the Scheme Manager, Anita Hackett [-Anita.Hackett@portsmouthcc.gov.uk](mailto:Anita.Hackett@portsmouthcc.gov.uk) or by phoning 02392 258611.

General Data Protection Regulation (GDPR)

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