

Personal Assistant – Learning Disabilities service

Reports to: Head of Service – Learning Disabilities

PURPOSE OF POST:

The Personal Assistant will play a vital role in supporting individuals with learning disabilities or neurodevelopmental disorders to live as independently and meaningfully as possible, both at home and within the community.

This role extends beyond personal care tasks; it is about developing a trusting and respectful relationship, fostering independence, building confidence, and promoting informed choice, empowering the individual to live life on their own terms.

Key responsibilities will include assisting the client with day-to-day administrative tasks, such as managing household bills, coordinating schedules and appointments, and planning and supporting social or recreational outings.

MAIN RESPONSIBILITIES: To assist clients with activities of daily living as per assessment and care plan completed by the Support Manager

Duties are varied ad key tasks include:

- Handle confidential information with integrity and discretion.
- Prepare, proofread, and edit correspondence, reports, and presentations.
- Organise and maintain files, records, and other documentation.
- Coordinate meetings, take minutes, and follow up on action items.
- Responsible for setting up systems and strategies to help with household tasks such as tidying, laundry, or shopping, based on the client's preferences.
- Support client with personal care needs
- Support the client to access local facilities and activities and encourage participation in hobbies or new experiences chosen by the client.
- Support the client to manage appointments, medication prompts (if part of care plan), and healthy routines.
- Promote physical and emotional wellbeing through consistency, active listening, and reassurance.
- Assist in preparing new team members to understand clients' needs through shadowing, handovers, one to one meeting, professional team meets and office liaison
- Foster confidence in daily living and social activities.
- Accompany the client on outings, to community groups, or events.
- Use clear, respectful communication suited to the client's understanding and preferences.
- Encourage and support the client to express their wishes, choices, and opinions in everyday life.

- Liaise directly with family advocate/social workers and other professionals always including management.
- Respect the client's right to privacy, independence, and dignity at all times.
- Preparing and/or assisting with meals and snacks
- Provide general administrative support as required
- Ensuring the home environment is safe and comfortable
- Accurately record support activities in daily logs and/or handover notes
- Report any concerns or changes to the Manager.

PERSON SPECIFICATION

Essential Skills:

- Reliable, consistent, and respectful of boundaries
- Good sense of humour and able to engage in conversation or activities that interest the client
- Proven experience in providing support and care in community
- Comfortable supporting someone to make their own choices and decisions, even if different from your own
- Able to work independently while also being part of a wider support network
- Willingness to complete any relevant training (e.g., safeguarding, first aid)
- Willingness to work in client home and in SweetTree office when required.
- Experience as an administrative or personal assistant.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint) and other productivity tools
- Good spoken and written English
- Knowledge of person-centred approaches and promoting independence

Desirable Skills:

- Ability to drive (if required for the role and client's needs)

Core Values:

- Quality Care and Support
- Respect and Dignity
- Independence and Self-Fulfillment
- Individualised Care
- Open Communication and Transparency
- Integrity and Ethical Conduct
- Empowerment and Confidence
- Teamwork and Collaboration
- Excellence and Continuous Improvement
- Inclusivity and Support for Diversity



- Passion and Commitment

WORKING CONDITIONS: Zero Hour contract. Working hours will vary depending on the client's needs and availability of the support worker. Terms and conditions of employment are as per your employment contract and staff handbook. All carers and support workers are expected to arrive on time for all shifts.

DRESS CODE: A smart casual appearance is required at all times with sensible footwear. Jewellery must be kept to a safe minimum. No trainers or jeans are to be worn.