Role profile

**Support Assistant**

**Our values:**

**We are dedicated, respectful, collaborative. We are Milton Keynes City Council.**

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| **Service** | Adults |
| **Reports to** | Team Leader |
| **Job family** | Care and Welfare |
| **Grade**  | B |
| **Political restricted?** | N |
| **DBS required?** | Y – Enhanced DBS Check with Adults Barred List |
| **Date**  | May 2025 |
| **JE Code** | JE1243 |

Key deliverables

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| **1** | To oversee the delivery of meals to the centre, serving meals to Service Users as required and in accordance with health and safety guidelines. |
| **2** | To prepare hot and cold drinks and make them available throughout the day on each of the units. |
| **3** | To undertake cleaning duties under the guidance of the Manager or Team Leader, ensuring hygiene standards are met. |
| **4** | To ensure all equipment is used & maintained in accordance with manufacturer’s instructions and risk assessments. |
| **5** | To assist with the ordering of provisions, and the movement and storage of these to the day centre. |
| **6** | Under guidance from Team Leaders assist service users with activities and report any changes or concerns promptly. |
| **7** | To complete all mandatory training and any additional training identified as required, this will include safeguarding vulnerable adults. |
| **8** | Taking responsibility for self and environment to ensure that risks are minimised. Reporting potential risks, hazards and incidents. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and city council wide needs*

**Essential requirements** Key skills, expertise, and qualifications

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| **1** | To be aware of food hygiene legislation and work in accordance with it. |
| **2** | Taking responsibility for delivering own work and meeting agreed work objectives. |
| **3** | Able to work alone or as part of a team. Good organisational skills, enthusiastic and self-motivated. |
| **4** | Acting In line with the council’s policy and legislation which states that people must be treated respectfully and confidentially. |
| **5** | Able to build effective relationships using excellent communication skills and keeping accurate legible records.  |
| **6** | An Enhanced DBS Check with Adults Barred List is required due to the role holder working within a regulated activity with adults, providing personal care. |

Job family

**Care and Welfare (Grade B)**

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| **Colleague expectations*** Be professional at all times
* Work together for the good of the team, city council and local people
* Promote a supportive culture
* Challenge assumptions
* Take ownership
* Be willing to change and do things differently
* Always work in a safe manner
 | **Manager expectations*** Be a role model by displaying positive behaviours at all times
* Make well-considered decisions
* Support, coach and communicate with my team
* Be accountable for my team’s performance
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Care and Welfare family jobs have as their primary responsibility the vulnerable members of our community who depend upon the city council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

**Role characteristics**

At this level roles operate within clear operating instructions or under direct supervision, where there is very little requirement for initiative or independent decision making. Work will support the care of vulnerable clients; it is generally routine in nature and communication with others relates to factual and uncontentious matters. Although there may be a requirement to learn some specific skills and techniques, these will be quickly picked up and assimilated into day to day procedures.

**Knowledge and skills required**

The job relies on a varied skillset related to the care and welfare of vulnerable members of the community. This will be learned through experience of working with others.

Appropriate levels of literacy and numeracy will be required to assist with associated administrative tasks.

Job holders will require some dexterity and co-ordination in assisting others with a range of exercises and activities.

**Thinking, planning and communication**

Using straightforward solutions to resolve simple problems is a central element of roles. Solutions to day to day problems are within established practice and guidelines.

Communication with others will involve straightforward directional information and answering simple questions from clients.

**Decision making and innovation**

With working arrangements well documented and understood, and established procedural guidelines in place, job holders will be expected to make appropriate routine decisions and offer appropriate guidance within their level of authority. When unexpected or more complex issues do occur, these will be referred to others.

**Areas of responsibility**

Job holders will have a direct impact on the care and welfare of those for whom they provide direct services. Other than assisting new staff in general induction and familiarisation with team tasks and routines, they will have no supervisory responsibilities.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will spend a small proportion of their working time maintaining records and will also share responsibility for the safe use and storage of equipment.

**Impacts and demands**

There will be some ongoing physical effort or a periodic requirement for considerable physical effort, This could be working time on their feet and/ or engaged in physical activities which can, on occasions, be considerably demanding such as assisting others to walk/move or shifting equipment.

Maintaining an awareness of the general surroundings and the movements/activities of those engaged within it, call for periods of concentrated sensory perception. Job holders may, in addition, experience some work related pressure from dealing with the competing demands of service users.

With constant exposure to vulnerable children and/or adults, it is inevitable that many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.