



Personal Assistant Recruitment Pack

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1. Company information

Case Management Services

JS Parker Ltd specialises in providing case management services for people who have suffered brain injuries or have other debilitating disabilities. We currently provide services from offices in Sheffield, Manchester, the North East and Scotland. These services are offered throughout the Midlands, Northern England and Scotland. JS Parker Ltd is registered with the Care Quality Commission (CQC).

The services provided by the organisation include the following:

- Assisting families in the care and rehabilitation of relatives with disability through the assessment, design and delivery of appropriate care packages
- Co-ordination and organisation of rehabilitation
- To advocate for users
- To provide brain injury education for family members
- To provide practical support to families
- To recruit, train and supervise and support care staff
- To arrange payment for carers
- To review care packages

Rehabilitation Services

JS Parker Ltd provides an in-house occupational therapy service for brain injured adults within their home and local community. The aim of the service is to work closely with the case manager and with those individuals who are already in the community and who would benefit from specialist occupational therapy intervention to reduce their need for care, maximise their functional abilities and enhance their quality of life.

Staff Support

It should be noted that successful applicants would be employed directly by the client acting by his Court appointed Property and Affairs Deputy. The client's mother and a case manager from JS Parker Ltd will manage this employment

JS Parker Ltd (which includes staff with personnel experience) offers a high level of staff care and support. We recognise that providing professional care for people is a difficult and demanding role, therefore we are committed to providing support in the following ways.

- **Induction** - we aim to ensure that all staff will receive induction training either before or as they start work with the client. This will include issues relating to the particular client, the nature of the disability and matters relating to administration and health and safety.
- **Supervision** - staff will receive regular structured supervision looking at professional care issues and personal development needs.
- **Training** - staff will be provided with specialist training in the appropriate area of their work e.g. brain injury. Staff will also be encouraged and supported by being directed and provided with appropriate reading materials for their own development in these areas.
- **Telephone support** - staff are encouraged to discuss any issues/problems that they may have with the case manager during office hours outside of any planned supervision times.

As an organisation we are committed to high standards of care for our clients. This can only be provided if we recruit and support high quality staff on our client's behalf.

Important:

Please note; JS Parker Ltd are assisting with recruitment on this package. The successful applicants will be managed in house.



Please note that this recruitment pack is not generic and has been designed for the current support needs of an individual client. It is therefore important that you read section 3 (job description) section 4 (person specification) and section 5 (additional essential criteria) to understand the requirements of the role in its entirety.

2. Completing Application Form

To download and complete the application form you will require the latest version of Adobe Reader. To download the latest versions please go to:
<https://get.adobe.com/uk/reader/otherversions/> (choose operating system)

To complete and return your application pack electronically

- Complete all sections of the application form. If you require additional space for any section, please attach a continuation sheet marked with your name and vacancy reference number.
- Return only the application form and continuation sheet (if completed) by 5pm on the closing date identified on the top of your application form and advert. Please return to the original e-mail address quoting JSP and the vacancy reference number in the subject title of the e-mail.

To complete and return your application pack via print and post method

- If you have requested a postal application form, you will receive a covering letter, recruitment pack and an application pack.
- If you have received your documentation via email, download your application form from the JSP website and print off both the recruitment pack for your information and the application form
- Complete all sections of the application form.
- Return only the application form and continuation sheet (if completed) by 5pm on the closing date identified on the top of your application form and advert.

Due to the high volume of applications received, we are unfortunately only able to contact those who have been short listed for interview. If you do not hear from us within 4 weeks of the closing date, then on this occasion your application has been unsuccessful.



3. Job Description

Personal Assistant

1. To work with a young man with a spinal injury at home and in the local community.
2. To be responsible to the client via the Client's Mother, his Case Manager and his Property and Affairs Deputy.
3. To provide assistance and support to the Client with all acts of daily living as directed by the Client's Mother and Case Manager.
4. To work both independently and with other members of the support team to promote and maintain an independent lifestyle for the Client and to provide the highest standard of health care.
5. To assist and support the client to participate in recreational and leisure activities and to supervise activities in line with care plan guidelines.
6. To travel with and to act as a driver for the client to support him to participate in recreation and leisure activities as and when necessary.
7. To support the client with adventurous indoor and outdoor activities e.g. riding an All-Terrain Vehicle.
8. To prepare and provide nutritional meals for the client.
9. To carry out domestic duties in the client's house as appropriate, this may include but is not limited to cooking, cleaning, washing and ironing clothes.
10. To assist the client to maintain his personal hygiene and appearance and to provide some basic personal care.
11. To be flexible in hours of work to satisfy the clients requirements.
12. To accompany the client on overnight stays, holidays and weekends away when required.
13. To undertake training and supervision as agreed by the Clients Mother and Case Manager.
14. To liaise closely with any other professionals as directed by the Client's Mother and Case Manager.



15. To work within agreed care techniques and strategies documented in the care plan.
16. To work alongside the client's therapists and assist with agreed rehabilitation strategies and techniques.
17. To ensure client confidentiality in all matters relating to the client.
18. To complete daily records as directed by the Client's Mother and Case Manager including; daily records, critical incidents, petty cash.
19. To attend review meetings with the Client's Mother and other persons as nominated by the employer.
20. Any other appropriate and reasonable task in relation to the employment as agreed with the client, the Client's Mother, his Case Manager and his Property and Affairs Deputy.



4. Person Specification

Skills and Aptitudes

The following skills and aptitudes are essential when working with a person who has a spinal injury

Essential

1. Communication – the ability to communicate verbally and in writing with a variety of people involved with the client.
2. The availability to work additional hours at short notice.
3. Patience – the ability to provide a calm and consistent approach.
4. Open mindedness – the ability to see things from other peoples' perspectives and to work in a variety of situations and environments.
5. Flexibility – the ability to work outside a routine when a situation demands it. Also, to work overtime as and when required.
6. Teamwork – the ability to work effectively with a variety of people involved with the client.
7. Conscientiousness – the ability to take pride in own work, which will include good timekeeping and perseverance.
8. Awareness of risk – the ability to identify areas of risk and present ideas of how to reduce that risk.
9. Self-motivation – the ability to remain motivated to provide support in spite of difficult circumstances in order to maintain the level of care required
10. Initiative – the ability to take a proactive role when required.
11. New learning – the ability to adapt to different situations.
12. A positive and reassuring approach, confident but not patronising to the client.
13. Literacy skills – ability to read and understand appropriate written material.
14. Sense of humour.



15. Professional approach – the ability to be responsible and mature; to be punctual for work; to be approachable at all times; to maintain a professional relationship and to respect issues relating to confidentiality



5. Additional criteria to work with this individual client

Essential

1. Mental and physical stamina.
2. Be sensitive to the client's needs.
3. Ability to be flexible with regards to shift cover to meet the client's needs.
4. Commitment to teamwork.
5. Full UK driving licence.
6. Ability to drive automatic and manual vehicle.
7. Ability to build a trusting relationship with the client.
8. Physical capability to move and handle the client.
9. Ability to communicate with the client's family.
10. Attend work punctually.
11. Ability to maintain confidentiality at all times.
12. Ability to work unsupervised.
13. Ability to manage stress and stay calm under pressure.
14. Ability to make decisions and make sound judgements.

Preferred

1. Experience of working with a person with a spinal injury
2. Experience of working with clients in their own homes.
3. Experience of one to one work with clients
4. Interest in All Terrain vehicles, social activities.



6. Pay and Conditions

Pay and Conditions

- You will be employed by the client acting by his Court appointed Property and Affairs Deputy.
- You will be managed by the Case Manager and all personnel issues will be negotiated through the Case Manager.
- You will receive a permanent contract, which includes a 6-month probationary period.
- The contract allows for 5.6 weeks paid leave.
- You will receive initial training and induction and regular supervision with the Case Manager.
- Rates of pay:

£10.00 per hour weekdays / weekends up 7.30pm thereafter £12.00 per hour.
- You will provide weekly timesheets to the Case Manager and be paid monthly into your bank account.

Post available: approximately 30 hours per week



7. Rota

To be Confirmed

Training

Additional Personal Assistant training will be provided through JSP and external companies where appropriate.

Supervision

Time for training and supervision with the Case Manager will usually be in addition to the above; this will be negotiated in advance.



8. Proof of identity & right to work in the UK – Guide for JSP Staff and Support Workers

1. Applicants from the European Economic Area (EEA)

Nationals from the EEA have the right to work and live in the UK.

The EEA consists of the following members: Austria, Belgium, Bulgaria**, Cyprus, Czech Republic*, Denmark, Estonia*, Finland, France, Germany, Greece, Hungary*, Iceland, Ireland, Italy, Latvia*, Liechtenstein, Lithuania*, Luxembourg, Malta, Netherlands, Norway, Poland*, Portugal, Romania**, Slovakia*, Slovenia*, Spain, Sweden, the United Kingdom and her Colonies.

Switzerland is not a member of the EEA, however the above rules apply as if they were.

*Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Slovakia and Slovenia – additional conditions - nationals from these above countries are legally required to register within one month of starting work with the Home Office onto the Workers Registration Scheme; this scheme monitors the impact on our labour market.

Action required: to ensure compliance, the application form for registration must be viewed, copied and retained in JSP personnel files.

**Bulgarian and Romanian nationals – additional restrictions - since 1 January 2007, Bulgarian and Romanian nationals, as members of the EEA, have been able to move and reside freely in the UK exercising treaty rights. They do not require visas to enter or reside legally in the UK, however they do require separate permission to work.

As EU nationals, Croatians have been able to move and reside freely in any EEA member state. However, the UK has applied transitional restrictions on their access to the labour market. Croatian nationals who are not exempt from work authorisation must hold a valid accession worker authorisation document.

The following are accepted as evidence of right to work in the UK and proof of identity from EEA nationals:



Document name	Evidence of right to work	Proof of identity
A passport showing the holder, or a person named in the passport as the child of the holder, is a British citizen of the UK and Colonies having the right of abode in the UK.	✓	✓
A passport or national identity card showing the holder, or a person named in the passport as the child of the holder, is a national of a European Economic Area country or Switzerland.	✓	✓
A Registration Certificate or Document Certifying Permanent Residence issued by the Home office to a national of a European Economic Area country or Switzerland.	✓	
A Permanent Residence Card issued by the home Office to the family member of a national of a European Economic Area country or Switzerland.	✓	
A current Biometric Immigration Document (Biometric Residence Permit) issued by the Home Office to the holder indicating that the person named is allowed to stay indefinitely in the UK, or has no time limit on their stay in the UK.	✓	✓
A current passport endorsed to show that the holder is exempt from immigration control, is allowed to stay indefinitely in the UK, has the right of abode in the UK, or has no time limit on their stay in the UK.	✓	✓
A current Immigration Status Document issued by the Home Office to the holder with an endorsement indicating that the named person is allowed to stay indefinitely in the UK or has no time limit on their stay in the UK, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.	✓	
A full birth or adoption certificate issued in the UK which includes the name(s) of at least one of the holder's parents or adoptive parents, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.	✓	✓
A birth or adoption certificate issued in the Channel Islands, the Isle of Man or Ireland together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.	✓	✓
A certificate of registration or naturalisation as a British citizen together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.	✓	✓
Marriage certificate.		✓
Civil partnership certificate.		✓
Driving license (UK or foreign).		✓



Action required: original documents must be provided at interview by candidates. Any documents provided must be photocopied and attached to the individuals application form. If successful, the documents will be scanned and saved to the individual's personnel record.

2. Applicants from Outside of the European Economic Area (EEA)

An applicant from outside of the EEA will have a time limit on their right to stay and work in the UK but it is possible for certain categories to obtain an extension of their entitlement to remain and work in the UK.

The following are accepted as evidence of right to work in the UK and proof of identity from non EEA nationals and must be produced at interview:

Document name	Evidence of right to work	Proof of identity
Group 1 – Documents where a time-limited statutory excuse lasts until the expiry date of leave		
A current passport endorsed to show that the holder is allowed to stay in the UK and is currently allowed to do the type of work in question.	✓	✓
A current Biometric Immigration document (Biometric Residence Permit) issued by the Home Office to the holder which indicates that the named person can currently stay in the UK and is allowed to do the work in question.	✓	✓
A current Residence Card (including Accession Residence Card or a Derivative Residence Card) issued by the Home office to a non-European Economic Area national who is a family member of a national of a European Economic Area country or Switzerland or who has a derivative right of residence.	✓	
A current immigration Status Document containing a photograph issued by the Home Office to the holder with a valid endorsement indicating that the named person may stay in the UK, and is allowed to do the type of work in question, together with an official document giving the person's permanent National Insurance number and their name issued by a Government agency or a previous employer.		



Document name	Evidence of right to work	Proof of identity
Group 2 – Document where a time-limited statutory excuse lasts for 6 months.		
A certificate of Application issued by the Home Office under regulation 17 (3) or 18A (2) of the Immigration (European Economic Area) Regulations 2006, to a family member of a national of a European Economic Area country or Switzerland stating that the holder is permitted to take employment which is less than 6 months old together with a Positive Verification Notice from the home Office Employer Checking Service.	✓	
An Application Registration Card issued by the Home Office stating that the holder is permitted to take the employment in question, together with a Positive Verification Notice from the Home Office Employer Check Service.		
A Positive Verification Notice issued by the home Office Employer checking Service to the employer or prospective employer, which indicates that the named person may stay in the UK and is permitted to do the work in question.	✓	
Full birth certificate.		✓
Adoption certificate.		✓
Marriage certificate.		✓
Civil partnership certificate.		✓
Driving license (UK or foreign)		✓

Action required: original documents must be provided at interview by candidates. Any documents provided must be photocopied and attached to the individuals application form. If successful, the documents will be scanned and saved to the individual's personnel record.