



Saint John of God Community Services Liffey Service

Job Description

Post:	Programme Assistant
Location:	Saint John of God Community Services Ltd., Liffey Services, Kildare Services or any other location associated with the Region.
Responsible to:	Regional Director
Reporting to:	Programme Manager/Co-Ordinator

Hospitality, Respect, Justice, Compassion, Excellence

Person Specification:

Qualifications:

- Successfully completed a relevant QQI certificate (formerly FETAC) at level 5

Experience:

- Minimum One year's continuous paid employment on a full time basis working with people with a support need, preferably in the area of Intellectual Disability.
- Demonstrable experience of supporting people with intellectual disability to be active independent members of their community.

Professional Knowledge

- Excellent communication skills both written and verbal and experience of using computers, internet and digital programmes, in particular Microsoft Office suite.
- Development and delivery of supports through a person centred/directed approach.
- Full driving license essential, and a willingness to drive
- Flexible in all aspects of work
- An understanding of HSE New Directions and HSE national policy of Safeguarding
- An understanding of the values and ethos of the organisation and a commitment to implementing them.

Role and Responsibilities:

Service Users

- To establish and maintain professional relationships with service users based on respect and equality and to promote their independence.
- To support each individual to reach his/her full potential and to develop independence.
- To implement the Personal Outcome Measures (POMS) process and to ensure Person Centred Plans (PCP) are developed in consultation with service users and his/her circle of support.
- To ensure Person Centred Plans are monitored and reviewed regularly.
- To be an advocate for people with disabilities and encourage each service user to become a self advocate.
- To be aware of the rights of each individual and how to support service users to know and exercise their rights.
- To promote and support active community involvement and participation for service users.
- To support service users in personal care activities, following the guidelines contained in the Policy on Intimate and Personal Care.
- To be fully aware of the Safeguarding Vulnerable People policy and to immediately report details of any incident/accident of a service user to the Supervisor (or directly to the Programme Manager if the Supervisor is unavailable).
- To ensure that services users receive the highest standard of care, training, education and development in accordance with the Order's policies.

Communication

- To be aware of each service users individual communication preferences and methods.
- To develop a good rapport (verbal and/or non-verbal) with all service users.
- To understand and show willingness to support a total communication environment (e.g. using picture boards, objects of reference, etc).
- To communicate with parents, families and visitors in a pleasant and professional manner.
- To communicate relevant information relating to service users (i.e. progress, absenteeism and illness) on a daily basis, to the Supervisor.
- To report and record all relevant details of any incidents and accidents of service users, staff, volunteers immediately to Supervisor and assist in the prompt investigation of any incidents and accidents (where appropriate and as directed). In the absence of the immediate Supervisor, contact must be made with the Programme Manager.
- To maintain full and effective communication with the families and all the staff involved in the services users welfare.
- To promote effective communication amongst the staff team and to fully participate in staff meetings, reviews, etc.
- To report own absenteeism/lateness to the Supervisor, following local policy and procedure.

Staff

- To fully participate in the Probationary Review process during the first year of service with your Supervisor.
- To fully participate in ongoing Performance Development Review meetings as organised by your Supervisor.
- To encourage and promote a high standard of professionalism, loyalty and teamwork amongst staff, valuing and acknowledging the contribution of all staff.
- To participate in staff development and in-service training relevant to the post as may be organised from time to time.

- To be available from time to time outside normal working hours and to perform such other duties appropriate to the post as may from time to time be required by the Director of Services or any other designated person.
- To be flexible and willing to work in various areas of the service as needs arise.
- Staff maybe requested at any time to work in another group/area taking into consideration the overall needs of the programme service.
- To comply with dress code regulations at all times.

Service

- Assume key worker responsibility for assigned service users and maintain required records accordingly.
- To conduct regular Individual Training Plan meetings with service users and support him/her to identify and achieve personal goals.
- To become aware of the training and educational needs of each service user and to strive at all times to ensure the programme offered is providing a meaningful day to each person.
- Develop programmes based on the information contained in service users Personal Outcomes Measures and Individual Training Plans.
- Use appropriate teaching/training techniques to support service users to develop life skills.
- To be familiar with the FETAC certification process and be willing to develop skills to support service users to attain certification for skills learnt.
- To creatively identify opportunities for service users to actively participate in community activities and to develop real life roles within the community.
- To ensure that all files are maintained in a professional manner and in keeping with regulations, policies and best practice where appropriate.
- To utilise facilities, equipment and materials responsibly ensuring minimum waste at all times.
- As an integral part of the programme all service users will have the opportunity to access in-house or external work placements. In this respect Instructors will ensure training/work programmes delivered are relevant and person centred and will work effectively with Employment Specialists when required.
- St John of God Community Services Ltd., Kildare Services is entering a major phase of re-development. Applicants should have a clear understanding that they may change assignment location based on the re-location of services in North Kildare.
- New developments should be in line with the overall Service Strategic Plan and all staff should become familiar with this.

CONFIDENTIALITY

Ensure confidentiality is kept as a priority and information is disseminated through the appropriate channels on a need to know basis.

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of service users and/or staff or other Centre/Service business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff or clients or other Centre business be divulged or discussed except in the performance of normal duty. In addition, records must never be left in such a manner that unauthorised persons can obtain access to them and must be kept in safe custody when no longer required.

This job description will be subject to review in the light of experience and/or changing circumstances and will include other duties appropriate to the post as may be determined by the Regional Director.