



Personal Assistant (PA) – Supporting in the Workplace JOB DESCRIPTION

Job Title:	Personal Assistant (PA) – Supporting in the Workplace
Location:	Cork City / County as required
Grade:	€14.05 to €18.08 per hour gross
Point of Scale:	Dependent on experience
Hours:	Monday -Thursday up to 21 hours a week (0.53wte where whole time is 39 hours a week) Lunch 30 minutes to 1 hour unpaid TBA
Annual Leave	8% + public holidays. Some leave dates may be fixed by Cork CIL .
Sick Leave	Statutory
Training	Paid Mandatory Training
Benefits	VHI EAP , Bike to Work

Working under the day to day direction of the named Service User

Reporting to:	Assisted Living Service Co-ordinator
Accountable to:	General Manager

Overall Purpose of the Post:

The Workplace PA supports the disabled person to do their jobs by providing assistance with personal care , drinks lunch and snacks and / or workplace tasks , e.g. taking notes, taking messages, typing, support with social media platforms, setting up rooms for meetings etc . A Workplace PA may also accompany the Service User / Leader to off sight workplace events supporting use of public transport or driving. Some PA's work only in the workplace while others also support the disabled person at home so need to adapt to different setting.

Key Working Relationships

Cork - CIL believe that strong professional relationships need to be forged and fostered on an on-going basis. These working relationships include:

- The Service User/Leader
- CIL Service Co-ordinators
- CIL Manager and other staff
- The Service Users workplace colleagues
- As appropriate and in agreement with the Service Leader, their family friends and advocates

Main Duties & Responsibilities

The purpose of this post is to provide person centred personal assistance at the direction of a named Service User/ Leader to support them in their employment.



Person Centred Practice

Person-centered practice is service, and support provided by service providers that places the person at the centre of their own service. Person-centered practice is treating Service Users as they want to be treated. Cork CIL Service Users are often called Leaders as they 'lead' their own service.

Personal Supports

The work of a PA will include:

- Assisting with use of bathroom
- Assisting with transfers and positioning
- Assisting with lunch/ drinks & snacks

Administrative Work Place Supports

The named Service User has part time permanent post in an administrative role. The PA will be supporting them in the work place and under the service users direction only with some tasks that they are not able to complete themselves. This may include but is not restricted to:

- Assisting opening and logging on and off PC/ laptop
- Setting up assistive technology as instructed and directed by the Service Users
- Reading from documents and screen as required.
- Note taking as directed.
- Message taking
- Typing as required

Under the direction of the SU

- Support to use social media platforms
- Creating ppt
- Photocopying
- Filing .

Social / Other Support

- Accompanying to shop, post office, social and work venues as required
- Assisting in travel (taxis, Cork CIL Travel Club, public bus etc)
- Driving service users accessible vehicle¹

Judgement & Evaluation

Under the direction and with the support of the Service Co-ordinators, PA's will be encouraged to reflect on their practice and will be required to evaluate the quality of their service with their Leader.

¹ Subject to holding a full clean licence.



Standards in the Service

The Service Agreement between CIL and the Service User will provide a framework for this role for Leader and PA. The Service User / Leader Handbook, Staff Handbook and Cork CIL with policies and procedures set the standard and also guide the workplace practice.

Cork -CIL is committed to maintaining and enhancing quality standards in aspects of its Service. Personal Assistants are required to work in line with:

- the Policies and Procedures of Cork CIL and to follow best practice guidelines such as but not restricted to Health & Safety, Safeguarding Vulnerable Adults, Manual Handling Guidelines, Patient Handling Guidelines, Infection Control including Covid-19, Driving for Work Policy, Children First Guidelines, Confidentiality.
- the role of PA with CIL is subject to your agreement to use your personal mobile device for the purpose of remote clocking in and out with CIL service users. It is your responsibility to ensure your phone is compatible with Cork CIL rostering systems.

Professional Development & Team Working

Many PA's work alone however they are part of a wider PA team. Cork CIL will work to support PA's to ensure their professional development. When requested, PA's will be required to:

- Maintain close communication with Co-ordinator and admin team.
- Participate in on-going professional supervision and attend and actively contribute to staff meetings.
- Participate in Cork - CIL in service training /study days/conferences as required.
- Mandatory Online Training including but not restricted to infection prevention control, Covid 19 awareness, Safeguarding and Children first will be required prior to commencement of employment.

Covid -19 – Dual Employment

Covid-19 has presented a challenge to all of us and especially in Health and Social care. We assess the risk of all staff workplace activities to manage and reduce that risk. If you are currently working with another organisation and are applying to work with Cork CIL as a second or additional employer please tell us in your application so the risk may be assessed

Covid -19 Vaccination

Covid-19 vaccination is recommended for all staff. Information is available at <https://www.hse.ie/eng/health/immunisation/hcpinfo/covid19vaccineinfo4hps/> Vaccination remains a personal choice and the vaccination status of both staff and Service user is an important consideration when we assess risk in the workplace and will affect what role an employee may be assigned to

Equal Opportunities Statement

Cork CIL is committed to taking action to develop employment processes which are fair and free from unnecessary bias and services capable of offering sensitive and effective support with due



regard to diversity and difference. As such the policy of equal opportunity relates to all present and future employees and to all present and potential users of the service.

DUTY OF CONFIDENTIALITY

The use and sharing of service user personal information forms an essential part of the provision of health and social care. It benefits individual service users, enables health and social services to function effectively and is often necessary in the public interest. However, the essential nature of such uses needs to be set alongside the expectation service users have that all personal information will be kept confidential.

The relationship between health and social care staff and service users should be one of fidelity and trust. Service users have a tacit understanding that private information will not be used or disclosed without their knowledge and consent. All Cork – CIL staff therefore have strong ethical and legal obligations to protect service user information. The right to confidentiality is guaranteed partly by the Data Protection Act 1998 / 2003 and Freedom of Information Act 1997.

This description is not restrictive and the post holder may be required to carry out other duties as requested by their Service Co-ordinator / Manager .

IMPORTANT

APPLICATIONS

Applications for this post is on line through the Cork CIL website using the on line by Application Form only. <https://corkcil.ie/working-with-us/> CV's will not be accepted.

CLOSING DATE

Deadline for completed applications is midnight **Tuesday 24th October 2023**

INTERVIEWS

Shortlisting is against the criteria in the person specification. Short listed candidates will be invited for interview on **Tuesday 31st October 2023**. Interviews will take place in the SHEP Ardfoyle Crescent Ballintemple.

START DATE - TBC

Theres more information about Cork CIL on www.corkcil.ie Please note canvassing will disqualify the applicant.



**Personal Assistant – Adult Services
Person Specification**

Read this person specification carefully. These are the criterion that we use to short list applications.

Essential	Highly Desirable
Qualifications:	
<ul style="list-style-type: none"> • Candidate must possess appropriate qualification minimum QQI Level V e.g. <ul style="list-style-type: none"> • QQI Level V Healthcare or equivalent or evidence of having enrolled on in same and completed two modules. • QQI Level V Office administration or equivalent • Up to date Manual Handling Patient Handling / Hoist [or willingness to train] • Candidate must be eligible to work in the State. • Candidate subject to Garda Vetting Process • Successful candidate must successfully complete on line mandatory training including but not restricted to Safeguarding, Children First, GDPR, Open Disclosure 	<ul style="list-style-type: none"> • ECDL • QQI Level V Healthcare or equivalent or evidence of having enrolled on in same and completed two modules. • QQI Level V Office administration or equivalent • Current Manual Handling /Patient Handling Certificate • Current Occupational First Aid Certificate • Full clean driving licence – highly desirable
Experience	
<ul style="list-style-type: none"> • Demonstrate understanding of professional boundaries and how to support positive working relationships. • Experience and confident in assisting with intimate personal care and use of bathroom. • Experience in typing , note taking , social media. • Ability to demonstrate an understanding of the impact of disability. 	<ul style="list-style-type: none"> • Experience of working with people with primary physical disability • Experience of working in a similar role under the direction of a service user
Skills	
<ul style="list-style-type: none"> • Demonstrate excellent organisational skills. • Excellent interpersonal skills with good level of spoken and written English • Knowledge of Microsoft Word and PowerPoint 	<ul style="list-style-type: none"> • Knowledge of Apple technology • Experience using Zoom, Teams, Webex etc. • A knowledge of social media platforms • In service training will be provided on Companies CRM system



<ul style="list-style-type: none">• Under instruction regarding content the ability to set up and create PowerPoint presentations• Understand and manage positive professional boundaries• Ability to work in a highly flexible person-centred manner, responding to changing needs effectively.• Demonstrate an awareness of Safeguarding Vulnerable Adults• Demonstrate understanding of confidentiality in work place.	
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