

Provision of Services

Personal Assistant



The Personal Assistant Role

We have an employee who is blind and to enable her to fulfil her role effectively, we are currently seeking expressions of interest from individuals or organisations able to provide appropriate support. The support required has been assessed and agreed with Access to Work (AtW) and the ideal service provider would be able to use initiative and common sense to support the employee to meet the responsibilities of her role and provide access support.

Good IT and administrative skills will be required. Ideally, we would like to work with a person or organisation with experience and understanding of working in a youth work environment, but this is not essential. Most importantly, our employee would like continuity of support and we would be looking for expressions of interest that provide this.

AtW has agreed to an initial period of six months for this arrangement to be put in place. At that time, we will evaluate the level of support required and the on-going arrangements to be made.

We anticipate that personal support will be required for up to 25 hours per week and that this will be on a variable hours basis with hours agreed in advance. The rate of pay will be within the budget agreed with AtW and we welcome your proposals for discussion.

As an organisation working with vulnerable young people and children, we require that service providers undergo an appropriate level of Disclosure and Barring Service.

Role Description

General duties of the role	Approximate % allocation
1. Support individual with travel and mobility	30%
<ul style="list-style-type: none">Supporting with travel to external meetings and events	
<ul style="list-style-type: none">Providing sighted guidance at new places	
<ul style="list-style-type: none">Supporting with lunchtime arrangements	
2. Meeting preparation and participation support	30%
<ul style="list-style-type: none">Support to prepare materials for meetings including printing documents, making resources	
<ul style="list-style-type: none">Support with writing and explaining visual representations in documents	
<ul style="list-style-type: none">Supporting room set up and preparation	
<ul style="list-style-type: none">Providing support during networking events	
<ul style="list-style-type: none">Take notes during meetings to support future actions of role	

3. Other programme support needs	10%
<ul style="list-style-type: none"> Being a personal reader, more specifically to computer software 	
4. Supporting daily administrative tasks	30%
<ul style="list-style-type: none"> Reformatting documents in line with the organisation's branding and adding images 	
<ul style="list-style-type: none"> Supporting typing up of handwritten notes 	
<ul style="list-style-type: none"> Support reading inaccessible documents and web searching 	

We would anticipate that the person or organisation fulfilling this service would be able to demonstrate the following skills and attributes:

Skills
An understanding of the support someone who is blind may need
Experience using a computer in an office environment
Thorough working knowledge of Microsoft Office (particularly Word, Excel, Outlook and PowerPoint)
Proven literacy skills to a good standard with ability to read clearly to ensure understanding
Excellent at formatting and proof reading documents
Confident to challenge appropriately
Able to adapt tone and sound of voice to enable greater understanding of text
Able to research through using web search engines
Good knowledge of travelling round London
Experience using JAWS
Experience and/or understanding of how to work with young people and able to work in a youth work environment (<i>preferred, but not essential</i>)
Personal attributes
Passionate and demonstrably committed to improving the lives of young Londoners
Be well-organised, hardworking and committed to quality
Self-motivated
Ability to work as part of a team
Absolute discretion and ability to maintain confidentiality