

Dear Applicant

Re: Vacancy: BANK STAFF: Community Support Worker,

Reference: AJCM/CG/RACJ/SW0222

Thank you for applying for the above position. Please find the recruitment pack as requested.

Due to the anticipated high volume of responses, if you meet the requirements of the role, you will receive a confirmation telephone call from one of our Recruitment Case Managers.

All applicants who are invited for interview will be asked to provide documentary evidence confirming their right to work in the UK and posts offered are subject to two excellent references and successful DBS checks and enhanced disclosure. All applications are dealt with the utmost sensitivity and confidentiality.

No job applicant receives less favourable treatment on the grounds of age, disability, gender and transgender status, race and ethnicity, religion and belief (including no belief), marriage or civil partnership status or sexual orientation.

Please note that AJ Case Management Ltd is assisting the client to recruit and employ a Support Worker. AJ Case Management is not the employer. Your employer will be Waldrons on behalf of our mutual client, RJ.

We look forward to receiving your application.

Yours sincerely

AJ Case Management Recruitment Team

[ajrecruitment@ajcasemanagement.com](mailto:ajrecruitment@ajcasemanagement.com)



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## 1. Summary of Vacancy

- Ref: AJCM/CG/RACJ/SW0222
- Role: Support Worker – part-time and full-time positions
- Hours: Long-term bank positions = minimum of 12 hours per week  
(12 hours = one shift that will be either a weekday, night or weekend)  
Maternity leave covers = minimum of 36 hours per week  
(12 hours = one shift that will be either a weekday, night or weekend)
- Contract: Bank Positions – two of each above
- Rates: £12.00 per hour weekdays, going up to £13.00 at the end of the first year  
£14.00 per hour weekends, going up to £15.00 at the end of the first year
- Closing Date: TBC
- Employer: Please note that AJ Case Management Ltd is assisting the client to recruit and employ a Support Worker.  
**AJ Case Management is not the employer.**

Contact: [ajrecruitment@ajcasemanagement.com](mailto:ajrecruitment@ajcasemanagement.com)

## 2. Advert

**Support Workers needed in Wolverhampton £12.00 - £15.00 per hour**

***Come and join an established and passionate team!***

***We are expanding our existing team!***

**Bank positions – we have two part-time, long term positions and two full-time positions to cover maternity leave. Please call us for more information:**

- We are looking to expand our established team of support staff. We would love someone who has a passion and dedication to support an adult male in his own, adapted home. Our client is a 37-year-old man who sustained an acquired brain injury 15 years ago.
- Our client needs full support with all his personal and domestic daily tasks. He loves to access the Community and is an avid Wolves supporter attending the games when he can with his family.
- Our client has complex medical, physical and communication needs, but our staff have on-going training to manage him effectively.
- We need enthusiastic, positive, and flexible people to add to our team.

*This position involves support with personal care.*

The successful candidate must be able to:

- ✓ **Demonstrate a willingness to learn**
- ✓ **Demonstrate a positive attitude and good sense of humour**
- ✓ **Demonstrate their honesty and integrity**

### **Essential Requirements Include:**

*Ability to work as part of a team; excellent verbal, non-verbal and written communication skills; drive a car.*

### **Preferred:**

*Previous experience in a similar role, flexibility to work additional hours as needed, a positive attitude, a caring disposition and an excellent sense of humour.*

This is a fantastic opportunity to add real value to our client's life. In addition, your commitment and attention will be rewarded with excellent rates of pay and a great deal of job satisfaction.

Please note that employment will be subject to excellent references and an enhanced DBS disclosure being obtained.

**Closing Date: TBC**

For more details, Email: [apply@ajspecialistrecruitment.com](mailto:apply@ajspecialistrecruitment.com) and quote ref: AJCM/CG/RACJ/SW0222

### **Equality, Diversity, and Inclusion Commitment**

No job applicant receives less favourable treatment on the grounds of age, disability, gender and transgender status, race and ethnicity, religion and belief (including no belief), marriage or civil partnership status or sexual orientation.

Unfortunately, due to volume we may not be able to respond to all applicants directly; the successful applicant will hear from us within 3 weeks of closing date.

### 3. Introduction to Client

I am a 37-year-old man living in my own adapted bungalow.

My family are important to me and live nearby.

I have a team of staff that support me day and night.

I enjoy going out and doing things, for example, going to watch the football, going for a walk, listening to music.

I enjoy my food!

I use a wheelchair for my mobility and need help with all my personal care and all household jobs.

I need help to make choices and to communicate my needs.

I don't like!

Shopping and crowds.

(If the applicant also has those interests, or similar interests, this should be detailed on the application form).

## 4. JOB DESCRIPTION

**JOB TITLE:** Support Worker (Bank position)

**REPORTS TO:** Team Leader and Case Manager

### **MAIN SCOPE OF THE JOB:**

This role involves support that is personalised for the individual. The individual plan is written in the form of a support plan. Support duties will therefore include assisting the client with all their daily life and includes a variety of duties. The shifts are covered by two staff 24 hours a day.

### **Shift Duties will include (but is not an exhaustive list):**

- Supporting the client in their own home
- Supporting the client with medical appointments
- Supporting client in the local community
- Supporting the client with personal care
- Supporting client with mealtimes – preparation and eating
- Supporting the client with specific therapy activities/ programmes
- Supporting client with their health and fitness
- Writing daily records and responding to emails
- On-going training requirements

### **DUTIES PERFORMED:**

#### **STAFF -**

- To comply with relevant legislation and operational guidelines. To maintain standards of care and report to the employer any breaches in professional practice. Refer to employers Policy and Procedure file for all legislation and operational guidelines.
- Participate fully with your manager in supervision and appraisal for your personal and professional development.
- Attend regular meetings to ensure that quality of support and care is provided to meet the client's care and therapy needs.
- In conjunction with your manager ensure that a personalised support plan is in place and recommendations followed. This plan should be reviewed and updated regularly and in accordance with policies and procedures.
- In conjunction with your manager ensure that recording and reporting systems are in place in accordance with policies and procedures.
- Ensure that you read and sign the regularly updated personalised support plan, remain up to date with all policies and complete all training that has been identified within agreed time frames.

## CLIENT -

### Personalised Support Plan and Rehabilitation

- To ensure the individual needs of the client are met at all times, ensuring that routines are arranged totally to meet the client's needs. To this end, it is likely that negotiated hours will change with the client's changing needs/wishes. The role will involve working to a rota that covers 365 days a year, including evening, weekend, waking and sleeping night provision.
- To contribute to the planning of a programme of support and therapy to meet the client's needs. To assist the client with treatment as agreed by any treating professional and manager
- To participate in meetings, e.g. team meeting, planning meetings and multi-disciplinary meetings as appropriate
- To encourage the client to live as full, active and comfortable a life as possible, focusing on quality of life
- To provide personal care as required which will involve assistance with continence, health and medication, moving and handling, eating and preparing meals
- To support the client to make informed choices
- To be imaginative in finding new interests and activities with the client
- To support your client to maintain personal hygiene and appearance, including but not limited to washing and bathing
- To provide a safe environment for all activities

### Communications and Confidentiality

- To ensure client confidentiality in record keeping and discussions
- To record detailed daily notes as per Policy and Procedures
- To promote effective communications and relationships with the client and work colleagues. To be aware of communication, social, behavioural and cultural differences and adapt approach as required
- To liaise with external agencies as necessary in relation to the individual needs of the client (GP, Social Services, Housing, etc.)

### Additional Duties Required

- To ensure dignity, respect and privacy are maintained at all times for the client
- Be patient and calm at all times, using your initiative and risk assessments to deal with unforeseen circumstances to the best of your ability
- To provide high standards of cleanliness, comfort and homeliness at all times. To undertake household duties as required and instructed by the manager and to support client to manage their domestic and personal resources based on their own wishes

### **GENERAL -**

- To attend all meetings as instructed by the Manager/Employer
- To be individually accountable for standards of professional practice
- In an emergency, and in case of illness, be able to be flexible and to stand in for other staff members if the client would otherwise be at risk or suffer harm
- To undertake any other related duties commensurate with the general level of responsibility of the post
- Ensuring confidentiality is maintained at all times in keeping with the General Data Protection Regulations 2016 – ensuring personal data is not disclosed to any unauthorised person
- To demonstrate understanding and awareness of equal opportunity policy and be able to put this into practice in a working environment
- To contribute toward the protection of individuals from abuse

**This is not meant to be an exhaustive list; the job holder may be required to undertake other duties as required from time to time.**

## 5. Person Specification

### Essential requirements of the applicant:

- ✓ Evidence of qualifications in Health and Social Care equivalent to NVQ/QCF Level 2
- ✓ Strong IT skills including the ability to use a laptop to send emails, create Microsoft Word documents, write reports and carry out internet searches
- ✓ Own car with full driving licence; be a safe and confident driver
- ✓ Understanding of regulations and legislation within health and social care
- ✓ Can demonstrate a willingness and ability to learn, as this role will require an extensive degree of knowledge and continuous personal development

### Desirable requirements of the applicant:

- ✓ Previous experience of providing person centred support
- ✓ Previous experience of working with clients 1:1 in the community and their own homes
- ✓ Previous experience of working with therapists
- ✓ Previous experience of working with people who have cognitive difficulties, physical and communication difficulties
- ✓ Understanding of safeguarding legislation
- ✓ To have a calm and laid-back personality. However, a good sense of humour is essential
- ✓ Non-smoker

### In addition:

- ✓ Excellent verbal and non-verbal communication skills, including being a strong listener, and engaging with the client

## 6. Job Specification

### Summary for Support Worker (Bank)

This is an exciting opportunity to join a well-established team of staff to support a man with an acquired brain injury to live a safe and good quality of life.

Our team is led by a Team Leader with vast experience.

The role will include accessing social and leisure activities in the community.

The role may involve supporting the client on holiday both in the UK and abroad.

### Pay and Conditions information

Waking hours – weekdays £12.00 per hour, rising to £12.50 at the end of your probation and £13.00 per hour at the end of your first year

Waking hours – weekends £14.00 per hour, rising to £14.50 at the end of your probation and £15.00 per hour at the end of your first year

Sleeping hours – weekdays National Minimum wage

Sleeping hours - weekends National Minimum wage

Mileage: 0.40ppm (when travelling in own vehicle for work related activities, e.g. meetings at Head office)

(The rota will be varied to meet the needs of our client and shift times and shift patterns are likely to change)

You will receive a bank contract, which includes a 6-month probationary period.

You will be required to attend an induction and complete training and policy reading throughout.

You will also be required to reach identified levels of competence and performance.

### Holiday Entitlement:

5.6 weeks per annum (pro rata for part-time staff)

You may be instructed to take a period of your annual leave entitlement when the client is on holiday, please refer to your Contract of Employment.