

Date:

Dear Applicant

Re: Vacancy: Support Worker. Reference: AJCM/RR/RPO

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

All applicants who are invited for an 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 your client via their representative.

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/RR/RPO

Role: Support Worker

Hours: 20 hours per week (initially)

Contract: Permanent Position

Rates: £14 per hour week days  
£16 per hour weekends

Closing Date: 2 May 2023

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. Value Based Advert

### **Community Support Worker – Stourbridge**

**Permanent – 20 hours per week @ £14 per hour**

**We are supporting our client to find the best person for their Community Support Worker role.**

This is an exciting opportunity to support a female with Cerebral Palsy and OCD living in the community in their own home.

This position does involve personal care.

The successful candidate must be able to demonstrate core values that align with our client to:

- ✓ **Have organisational skills**
- ✓ **Be open to creativity**
- ✓ **Demonstrate determination**
- ✓ **Demonstrate honesty and sincerity**
  - ✓ **Be trustworthy**
- ✓ **Share generosity with others**
- ✓ **Show a willingness to learn and explore**

#### Essential Requirements Include:

Ability to work using their own initiative, excellent verbal, non-verbal and written communication skills, full driving licence.

#### Preferred:

Previous experience in a similar role, flexibility to work the hours agreed, a positive attitude, a caring disposition and an excellent sense of humour.

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This is a fantastic opportunity to make a real value to the 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: Tuesday 2 May 2023**

**1<sup>st</sup> Interview Date (for successful candidates): Thursday 18 May 2023**

For more details, Email: [apply@ajspecialistrecruitment.com](mailto:apply@ajspecialistrecruitment.com) and quote ref: **XXX**

#### 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.

AJ Specialist Recruitment work for clients who directly employ their own Community Support Workers and we aim to Bring the Best support to them and the best jobs to you!

Find out more on our web page – [www.ajspecialistrecruitment.com](http://www.ajspecialistrecruitment.com)

Unfortunately, due to volume we cannot respond to all applicants directly and successful applicant will hear from us within 3 weeks of closing date.

### 3. Meet the Client

Hi, I'm Rhiannon and I am 29 years old and currently live with my parents and younger sister. I am moving into my own house soon.

The first thing you need to know about me is that I am a chocoholic and there needs to be chocolate in the house at all times - this is imperative!!

I have a graphic design degree and a masters in art and design. I am a very creative, colourful individual who enjoys making things, especially for other people. In the past, I have made cards, photobooks and collages, as well as building Lego sets – I have a few sets lined up to build!

My interests include watching lots of films, visiting the cinema, going shopping, building Lego, making arts and crafts, visiting family and friends, going on day trips and holidays.

My main interest is films and I love watching them, talking about them, buying them. Some of my favourite genres include; Disney, comedies, romantic-comedies, fantasy-adventure and action. I love going to the cinema on a regular basis and watching films on a weekly basis. I am open to watching old and new films, as well as different genres that I don't normally watch (please, no horror!), so I encourage recommendations.

I love being organised, being involved in decision making and having meaningful daily activities.

Tasks that I need help with include –

- Food preparation and cooking
- Helping me run my home
- Housekeeping tasks (e.g. washing, ironing, cleaning)
- Assistance with personal care
- Support with my mental health
- Accompanying me out to places
- Assisting and accompanying me with leisure activities and social events

I have Ataxic/Dystonic Cerebral Palsy which affects my fine motor skills, walking and speech. I also have involuntary movements in my upper limbs which makes sitting still impossible! I am a very determined person and won't easily give up.

I have OCD and anxiety and this affects me on a daily basis. My main trigger points are contamination and uncertainty. Therefore, I love routines and knowing what to expect from other people and activities/events planned beforehand. I have strict routines for different parts of my day-to-day living. Support with my mental health may include: reminding me of what work/goals my psychologist has set, gently challenging my OCD behaviours especially during 'bad' days, working through anxieties and trigger points with me, and liaising with my support network and therapists.

I do not like change, uncertainty, unpunctuality, and dishonesty.

(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

**REPORTS TO:** Client as the Employer/Case Manager

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

This role involves support that is personalised for that individual in the form of a support plan. Support duties will therefore include assisting the client in their daily life and includes a variety of duties.

### **DUTIES PERFORMED:**

#### **Shift Duties May Include:**

- Supporting the client in their own home
- Supporting the client to access the local community
- Meal preparation and cooking
- Supporting the client to see family and friends
- Supporting the client with their health and fitness
- Supporting the client with therapy activities
- Supporting the client with their hobbies/leisure activities
- Supporting the client on holidays in UK and abroad
- Supporting the client to manage their mental health
- Assisting the client with personal care
- Carrying out household chores
- Writing daily records

#### **Practical and Household Duties:**

- Carrying out meal preparation and cooking daily, to include: help with food shopping (either in person or online); plan meals for the week; help unpack the shopping and store items away; prepping food; following recipes; cooking and serving meals; washing up, cleaning up and using the dishwasher
- Making drinks (for client and guests)
- Emptying bins/putting the dustbin out/taking the recycling out
- Cleaning the house (cleaning, dusting, vacuuming, sweeping and mopping floors, cleaning windows)
- Carrying out household tasks (washing, ironing, filling up dispensers, filling up diffusers)
- Changing beds (including swapping the mattresses round every quarter)
- Help with some decision making (e.g. what to wear)

- Assistance with hobbies (e.g. arts and crafts, Lego building) by helping set things up, physical help completing certain activities, clearing up
- Help with organising areas and rooms (moving and storing boxes, help to sort through, edit and organise items, coming up with storage suggestions)
- Assistance with booking appointments/trips/holidays, to include making phone calls; booking medical appointments (e.g. dentist, opticians); booking trips/holidays with client via phone or online; planning out trips/holidays
- Cleaning spectacles and occasionally tightening the arms
- Changing inks in printer and other tech issues that may arise
- Encourage and assist the client with their physiotherapy regime
- Help to run errands and support paying bills

### Personal Care Duties:

- Assistance with some personal grooming, to include blow-drying and styling the client's hair; applying make-up; cutting nails; shaving armpits
- Possible help with dental retainers (possibly to put in/take out of client's mouth, clean the retainers)
- Some assistance with clothes fastenings (zips, buttons, tight knotted laces etc.)

### Mental Health Duties:

- Assisting the client to maintain and look after their mental health by listening and talking through any anxieties, triggers or issues that occur when the client brings the subject up
- Assist with any therapy work alongside any therapists/psychologists that are working with the client
- Emotional support
- Assisting the client to discuss possible outcomes or helpful solutions to anxiety/depression related situations or events

### Other Duties:

- Taking the client out in the applicant's car to and from her family home and own home, to access the local community, visit places, on trips and holidays, among other outings
- Driving and accompanying the client to leisure/social activities (e.g. cinema, shopping, visiting family and friends, parks/gardens, theatre), lifting light-weight powered wheelchair in/out vehicle if longer distance
- Accompaniment and assistance when outside the home. Help may include: physical support by the client holding onto an arm when walking distances/in crowds/using escalators; discussing purchase options when out shopping; help with trying on new clothes/footwear; assistance at tills, handling change, using shopping bags; help when ordering food with carrying trays, opening bottles etc.
- Accompanying the client to the gym/swimming/walking/classes

- Accompanying the client to appointments e.g. dentist, opticians, doctors, hair dressers
- Communication assistance when out and talking to people who might not fully understand the client's speech impediment
- To encourage and help the client to meet new people and develop new friendships
- General company around the home and when out

## 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 may involve working to a rota that covers 365 days a year, including weekends
- 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. planning meetings and multi-disciplinary meetings as appropriate
- To encourage the client to live as full, active and comfortable a life as possible, promoting independence at all times



- To provide personal care where required which may involve assistance with personal grooming, physical and mental health, and preparing meals and cooking
- 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
- To provide a safe environment for all activities
- To promote independent life skills as identified in the support plan

#### 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, therapists, 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/client and to support the 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 4
- ✓ 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 business insurance and full driving licence
- ✓ Previous experience of providing person centred support
- ✓ Previous experience of working with clients 1:1 in the community and in their own homes
- ✓ 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
- ✓ Keen cook who can follow recipes, be able to run the kitchen effectively and has good food hygiene
- ✓ To be an organised and trustworthy individual and have excellent time management skills

### Desirable requirements of the applicant:

- ✓ Excellent verbal and non-verbal communication skills, including being a strong listener, and engaging with the client
- ✓ Previous experience of working with therapists
- ✓ Previous experience of working with people who have physical disabilities, communication difficulties, and mental health issues
- ✓ Understanding of safeguarding legislation
- ✓ Can demonstrate a sound knowledge of Health and Social Care regulations

- ✓ To be a safe and confident driver
- ✓ To have a calm and laid back personality. However, a good sense of humour is essential
- ✓ Be familiar with the local area in order to access the community
- ✓ To have an interest in films
- ✓ Non-smoker
- ✓ To be a swimmer
- ✓ Evidence of Covid-19 vaccinations and boosters
- ✓ Agree to have annual flu vaccination/any Covid-19 boosters available

## 6. Job Specification

### Summary for Support Worker

This is an exciting opportunity to support a disabled person in the community to live in their own home, enhancing the client's quality of life and promoting their independence

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

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

### Additional Information Relating to this client:

Our client has suffered a brain injury and as a result of this has Ataxic/Dystonic Cerebral Palsy, which affects her mobility, fine motor skills, speech, and involuntary movements in her upper limbs.

The client has mental health issues in the form of OCD and anxiety.

The client requires support with mobility, communication, personal care and psychological support.

### Pay and Conditions information

Waking hours – weekdays £14 per hour

Waking hours – weekends £16 per hour

Mileage: 45ppm (when travelling in own vehicle for work related activities.)

(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 permanent 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.