

Post Applied for:

Post Number:

## Application Pack Support Worker

Closing Date:

Interview Date:

### Introduction

Dementia Care Partnership has been providing quality care and support to people with dementia, other degenerative neurological disorders and acquired brain injury for over 20 years. We are an award winning charity and have pioneered new approaches and best practice in dementia care. Based in Newcastle, we employ over 160 fully trained and specialist staff providing up to 24-hour tailored packages of care into people's homes, in our 39 independent living houses across the city and at our specialist day centres.

Our staff are trained to understand the complexities of supporting people with dementia and their carers, and we therefore are looking to recruit the highest calibre of person to join us who is keen to develop their knowledge and experience through on the job support and continued training – from NVQ3 level to post graduate in dementia care and support. We want people who are willing to go that extra mile, and develop a career with us. In particular, we are looking for staff who are:

- **Person-centred** – having a genuine interest in caring for and working with people with dementia;
- Willing to put the needs of the client first by **being adaptable** – including working early morning, evening and weekend shifts on a rota basis;
- **Good communicators** – who can understand the needs of people with complex behavioural needs and use their skills and experience to support people to remain independent, enjoy life and have positive experiences;
- Keen to build on their **good understanding of caring** for people to become specialists in their field.

Dignity, respect, privacy and trust are our hallmarks and we pride ourselves on our quality care. We don't stand on our laurels however, and we are embarking on a major transformation to improve even further our service delivery. As well as updating our systems and processes, we are integrating all areas of our service. Therefore we expect over the next 12-months that our staff will be working across the organisation – in home support, housing and day clubs. All staff will, after successful induction and completion of their probation period, complete a six-month, on the job dementia specialism course from the University of Stirling.

We aim to have the most knowledgeable and experienced dementia support staff in the country and expect all our staff to actively work towards achieving our vision and mission, working at all times with our values in mind.

## Our vision

Dementia Care Partnership aims to create an enjoyable environment where people with dementia and other degenerative neurological disorders and their families:

- can **live** as normal a **life** as possible, for as **long as possible**
- are not **defined by their condition** or have their potential **limited by the attitude** of others
- live well with **dignity** and **respect, exercising control and choice** over how their needs are met.

## Our mission

We provide a:

- range of highest quality, affordable and flexible person-centred care and support in people's homes, at activity centres and in independent living houses, enabling them to live with dignity and respect in whatever way they choose.

We will use our knowledge to:

- influence the wider communities' attitudes towards people living with dementia's condition, help them to continue to play an active role in their community, access more mainstream activities and combat discrimination wherever they encounter it.

As a charity, we will use our funds to work with other providers, statutory authorities and the health service to:

- improve the standards of care and support for people with dementia and other degenerative neurological disorders and their families in line with our own vision and values.

We guarantee that:

- We will provide the best level of support possible to our clients and their families.
- Our services will be delivered in line with our agreement, by people our clients know and trust.
- We will behave professionally, with sensitivity and compassion at all times.
- Our staff are highly trained, and knowledgeable in all aspects of specialist care.
- We will work to the CQC codes of practice, utilising our own tried and tested policies and procedures and ensuring that our staff are fully CRB checked, to ensure that our clients are safe and protected.
- We will deal with any problems promptly within 48 hours.

Clients and their families can contact us 24 hours a day, 7 days a week to seek help when they need it the most.

**Our values** - Dementia Care Partnership will treat our clients, carers and staff with:

- Loyalty
- Honesty
- Dignity
- Respect
- Compassion
- Integrity
- Sensitivity

## Application process

The closing date for this position is detailed at the top of this pack. If you do not hear from us within two weeks of sending your application form in then you have not been successful. As a charity, to reduce administration costs we will not contact you if your application has not been shortlisted. If your application meets our shortlisting criteria, you will be invited to a ½ day assessment centre, followed by an interview. During the interview you will be asked questions relating to your experience, how your skills make you suitable for the role on offer and why you wish to become a dementia specialist support or assistant worker.

You must bring with you to the assessment centre:

- A completed enhanced CRB application form
- Your drivers licence and insurance documents
- Two passport sized photographs
- Any other information/documents you are asked to bring with you in any covering letter.

If you turn up at the assessment centre without this information you will be automatically rejected. Our assessment centres are based on behavioural observation, and no prior knowledge of DCP's work is needed. The role based competencies required for this job are detailed at the end of this pack.

You will be notified where possible on the day whether you are successful or not. Any offer of a job is subject to receipt of a satisfactory enhanced CRB check and two references in line with our policy.

## Enquiry

Our website is currently under reconstruction and we expect our new website to be available by the end September 2011. You can get an electronic version of this application pack, including a PDF and word version of the application form by emailing: [Luiza@dementiacare.org.uk](mailto:Luiza@dementiacare.org.uk) or by telephoning our HR department on 0191 217 3305.

## Policies and procedures

Dementia Care Partnership is currently revising all its policies and procedures and its staff handbook. Copies of current policies are available after acceptance of the job, and the new literature will be sent to all staff on completion during the next few months.

## Induction and probation period

New staff will be subject to an induction period where we will ensure that you are familiarised with our approach, values, policies and procedures. You will be updated with mandatory training where required and shadowed for a period of time in your new role. All new roles are subject to a probationary period of 26 weeks.

## Role specific information

<b>Job title:</b>	<b>Support Worker</b>
<b>Location:</b>	Mobility clause applies – multiple locations
<b>Reporting to:</b>	Specialist Worker or Support Coordinator
<b>Hours:</b>	Permanent contract with a minimum of guaranteed 20, 30 or 40 hour week, including shift and weekend work
<b>Salary:</b>	£7 an hour. Overtime is paid at the standard package rate.
<b>Pension:</b>	An up to 3% matched contributory stakeholder pension scheme will be available from October 2011, for all employees with over one years service.
<b>Holidays:</b>	28 days including bank and public holidays. An additional days holiday will be given and two and four years service to a maximum of 30 days per annum. Four weeks leave must be booked in advance.  Christmas Day and Boxing Day are paid at double time; Public Holidays and Bank Holidays at time and a half (to be reviewed annually).
<b>Notice period:</b>	1 month
<b>DCP competency level</b>	2
<b>Mileage:</b>	Daily work schedule will require travel within a standard radius of the central point of approx. 2.5miles. Mileage will be paid outside this area at 18p per mile.
<b>Sleepovers:</b>	Non waking sleepovers will be paid at £4 an hour. Waking nights will be paid at £7 an hour.

Full details of terms and conditions are in our employment contracts and staff handbook. **You must have an NVQ2 in social care or equivalent to apply for the role of Support Worker with Dementia Care Partnership. We are currently adjusting our schedules to improve our continuity of care and to introduce electronic call monitoring. After this period of adjustment we anticipate that you will work cross service in a localised area, with a team of three people per client.**

## Outcomes and purpose of the role

Our Support Workers play a vital role in enabling us to provide high quality, person-led support to our clients through developing close working relationships with clients, their families and other staff across the organisation, and especially our Specialist Workers and Support Coordinators. You will help identify and agree each client's specific level of support. By making personal connections with your clients and valuing and respecting their contributions, you will be responsible for delivering an individual level of support which meets each client's current needs, maximizes their independence and supports and empowers them to take charge of their lives as much as possible.

The overall purpose of the role is to support your clients with day-to-day living. Dependent on client needs, this may include personal care/support, end of life support, preparation and cooking of meals, dressing and bathing of immobile clients, including safe and correct use of hoists and handling of small amounts of cash.

You may be asked to supervise or mentor other staff, particularly Support Assistants.

Acting as a key liaison between your clients and DCP your main responsibilities in this area will be:

- identifying and notifying a Support Coordinator of any changes in client circumstances, including gathering and recording of client feedback to understand whether their needs are being suitably met
- communicating clearly and sensitively with clients, their families and carers to encourage acceptance of available services whilst promoting client independence whenever possible
- planning your work activities to make the most efficient journeys between clients to ensure effective use of your time to deliver support to a defined number of clients on an agreed rota; including completion of client records, maintenance of medication records, participation in reviews as required, management of identified support risks
- maintaining your own development through training and participation in supervision processes

## Our expectations

To deliver the quality of service we provide to our colleagues, customers and clients, we would expect you to:

- have an NVQ level 2 in care
- have at least one year's experience of delivering quality personal care and support to clients who are elderly, have behavioural problems or who are physically demanding
- be a car driver, have use of a car and business insurance for own and co-worker use
- be able to work shifts and weekends
- have good written and verbal communication skills
- have adequate literacy and numeracy skills
- be empathetic and patient
- have a people-centred approach to work
- be able to closely follow policies and procedures
- have experience of working with vulnerable adults
- be experienced in working as part of a team
- have experience of planning your own work/managing your own time efficiently and effectively within a care/support environment
- experience of working with external partner organisations and professional health and social care staff
- be willing and able to engage fully with DCP's internal quality specialist training programme.

## Outputs

- Deliver a caseload of work for clients to deadline
- Attend all training
- Achieve personal objectives identified in Personal Development Plan
- Achieve specified customer service ratings

## Role based competencies

<p><b>Communication and influencing</b></p> <ul style="list-style-type: none"> <li>• Uses clear and concise written and verbal communication</li> <li>• Accurately records information according to DCP procedures</li> <li>• Listens to others and seeks to understand their point of view</li> <li>• Asks questions to clarify understanding</li> <li>• Builds relationships in an open and willing manner</li> <li>• Adapts communication style to suit audience</li> <li>• Encourages a two-way communication process</li> <li>• Influences and persuades others to pursue a course of action</li> <li>• Projects a positive image of self and DCP</li> </ul>	<p><b>Working together</b></p> <ul style="list-style-type: none"> <li>• Supports and encourages clients and colleagues</li> <li>• Develops personal connections with others</li> <li>• Values and respects diversity</li> <li>• Promotes equality</li> <li>• Seeks to understand others</li> <li>• Willingly learns and take on new tasks and responsibilities</li> <li>• Participants in DCP's supervision/appraisal process</li> <li>• Works collaboratively with immediate and wider team colleagues</li> <li>• Readily shares relevant information with others</li> <li>• Works closely with health and social care professionals</li> </ul>
<p><b>Delivering results</b></p> <ul style="list-style-type: none"> <li>• Plans and prioritizes own work in line with client/DCP needs</li> <li>• Effectively manages own time in line with client/DCP needs</li> <li>• Completes all activities on time and to required level</li> <li>• Keeps client/DCP records up to date</li> <li>• Generates a range of options for solving problems</li> <li>• Uses own initiative to sort things out</li> <li>• Is risk aware and proactively anticipates and plans for problems</li> <li>• Follows regulatory framework and DCP policies and procedures</li> <li>• Pays attention to detail</li> </ul>	<p><b>Future focus</b></p> <ul style="list-style-type: none"> <li>• Links own responsibilities with wider DCP aims and objectives</li> <li>• Identifies key issues in own area</li> <li>• Is willing to change and adapt to new ways of working</li> <li>• Gathers, uses and understands relevant information i.e. medication, care plans, financials, etc</li> <li>• Evaluates wider implications of own decisions and behaviours</li> <li>• Willingly accepts and embraces change</li> <li>• Effectively manages problems and issues</li> <li>• Proactively makes information available to others</li> </ul>

<b>Self management &amp; leadership</b>	<b>Customer focus</b>
<ul style="list-style-type: none"><li>• Works without close supervision and takes responsibility for own actions</li><li>• Displays empathy when dealing with others</li><li>• Is sensitive to the views and diverse needs of clients</li><li>• Takes responsibility for own development in order to improve performance</li><li>• Takes responsibility and is willing to be held accountable for quality of work delivered</li><li>• Acts promptly and positively to challenge inappropriate behaviour and treats people with respect</li></ul>	<ul style="list-style-type: none"><li>• Accurately identifies customer requirements</li><li>• Is helpful, positive and respectful to all customers</li><li>• Encourages acceptance of services, promoting benefits of independence and change</li><li>• Is confident to act within guidelines if presented with inappropriate behaviour from customers</li><li>• Passes on difficult queries, complaints and enquiries to the appropriate person within the team</li><li>• Gathers, records and uses feedback to ensure client needs are met and DCP services are improved</li><li>• Contributes ideas and suggestions to improve standards of customer service</li></ul>