



**Job Description and Person Specification**  
**Support Worker**  
**Job Reference HJ001**

**Job Title:** Female Support Worker

**Location:** Halesworth, Suffolk

**Hours and Shifts Available:**

Support is required during the day in the morning 0600hrs to 0900hrs, and then again at 1700 hrs to 2100 hrs.

It is possible that this support will grow and there will be other shifts available.

**Employer:** Clapham and Collinge Solicitors

**Line Manager:** Helen Jamieson, Case Manager

**Pay:** £15.00 to £17.00 per hour

**Any Occupational Restrictions?**

*This post is open to female staff only as it involves personal care. (Occupational Requirement Equality Act 2010 schedule 9 Part 1).*

**About**

'Mary' is 43 years old and lives in her own bungalow in Halesworth, Suffolk. 'Mary' has a traumatic brain injury and a below knee amputation of the right leg. She uses a wheelchair to mobilise around her own home and local community.

'Mary' sometimes experiences a decline in her mental health, and she can become very anxious, especially in situations she is not familiar with or with people she does not know. 'Mary' does not like change and can find change and having too many people in her space very overwhelming and difficult to cope with.

'Mary' has some health needs. She is asthmatic and has an underactive thyroid. More recently 'Mary' has experienced some difficulties with swallowing and has special plans for foods that she can and cannot eat that she needs to follow.

'Mary' requires support with her personal care and toileting. 'Mary' can assist with transfers and with personal care needs. She would welcome the support workers approach to be one that encourages her to take a lead in directing the support, so she remains as independent as possible rather than have support workers doing things for her.

'Mary' needs some support with getting dressed. She can choose her own clothes but may require support with putting on her underwear, leggings and socks. 'Mary' has long hair and would welcome support workers being able to brush her hair and braid it for her.



Once her personal care is completed 'Mary' would require hoisting in to her manual or electric wheelchair for the day. Depending on her activities for the day she may need her leg splints put on and her wheelchair elevated.

'Mary' finds it difficult to access her kitchen due to her mobility needs.

On occasions 'Mary' may require support with health appointments. 'Mary' needs support to book the hospital transport on the right date and to work out where she needs to go and how to get there. On occasion she may need a support worker to attend with her.

'Mary' needs her support workers to ensure that she has meals and drinks for the day and that they are accessible for her. 'Mary' is vegetarian and needs support with menu planning and ensuring that meals and drinks are right in regard to the food guidelines supplied by the Speech and Language Therapist.

'Mary' has 2 dogs and 2 cats. She loves spending time with her pets and taking them for walks. 'Mary' may need support to ensure that they are up to date with vaccinations and making arrangements with the vets. The dogs are very gentle and support workers must be able to have dogs and cats in their workspace.

At present 'Mary' does not go out socialising but she has developed some friendships with some of the people that live locally. 'Mary' would like to socialise more and possibly attend some groups or planned activities with her peers and with Headway.

### **The Roles and Responsibilities of the job:**

- To assist 'Mary' with all areas of personal care and hygiene.
- To assist 'Mary' with all aspects of mobilising and transfers as per her bespoke support plans.
- To support with meal planning and food and drink preparations for her.
- Encouraging 'Mary' to be as independent as possible.
- Supporting 'Mary' to organise health appointments and make practical arrangements for travel.
- To follow all care and support and therapy plans.
- To support 'Mary' to identify/plan activities that she may enjoy.
- To facilitate and follow risk management plans and inform the Case Manager of any concerns or changes required.
- To support 'Mary' to manage her emotions and problems solve when situations are stressful or unfamiliar. To support 'Mary' to decide what action is needed to make her feel more positive and facilitate an approach with 'Mary' for completing these actions.
- To communicate effectively and positively with members of 'Mary's' Multidisciplinary team.
- To complete all necessary recordings and daily notes.



- To complete all required training and attend team meetings and supervisions when arranged.
- To follow all policy and procedures and agreed team policies.

**Pay and Other Benefits:**

We are a Case Management company, commissioned to provide supervision and management to staff who are employed by the person they work for. When you join a team working with Ben Holden Ltd, you will receive excellent support from a specialist Case Manager and Registered Manager, access to exceptional training to develop your professional knowledge and expertise, and the benefit of forming a meaningful relationship with the person you will be working with, to make a real difference to their life.

- £15.00 per hour for weekday daytime hours (Monday to Friday)
- £17.00 per hour for weekend daytime hours (Saturday and Sunday)
- 5.6 weeks annual leave per annum (pro-rata)
- Statutory sick pay
- Pay to attend supervision and training
- Mileage rates
- Access to Ben Holden Ltd employee assistance programme
- Access to Ben Holden Ltd discount scheme

**The Work Environment**

You will be working in 'Mary's' home. This is bungalow in Halesworth. There is parking on the road outside the property. 'Mary' has 2 dogs, and 2 cats and support staff must be confident with pets.

**Confidentiality:**

The ability to respect the privacy of 'Mary' is fundamental to this position. All matters relating to 'Mary's' condition are to be treated as confidential and are not to be disclosed to a third party. As this employment is based in the private home it is inevitable that on occasion the support workers will become privy to certain matters relating to the personal life and business affairs of 'Mary's' family. These too should be treated with the utmost confidentiality and, wherever possible, the support workers should avoid coming into contact with the family's personal belongings and correspondence.

**Person Specification:**

Applicants are invited who can fulfil the following criteria.

Area	Essential?	Desirable?
<b>Skills</b>		
Ability to use IT for record keeping and care planning (or a willingness to learn).	Yes	

<p>Effective communication skills, written and verbal.</p> <p>Able and willing to drive</p> <p>Able to access public transport.</p> <p>Able to risk assess and maintain safety.</p> <p>Being skilled in knowing when you need to support and when you need to stand back and give space.</p> <p>Being able to write factual and concise notes.</p> <p>Being able to use clear and simple language and sentences when communicating.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Yes</p>
<p><b>Experience</b></p> <p>Experience of working in people's own homes.</p> <p>Experience of working with people with complex mobility needs and other health needs.</p> <p>Experience of supporting people with mental health needs and/or neurodiverse conditions.</p> <p>Experience of working a multidisciplinary framework.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	
<p><b>Knowledge and Understanding:</b></p> <p>Knowledge and understanding of safeguarding and how to promote the welfare of vulnerable groups.</p> <p>Knowledge of the Mental Capacity Act and how to apply this to working with adults with additional needs.</p> <p>Knowledge of the local area and activities and events for people with additional needs.</p> <p>Knowledge of positive behavioural support models.</p>	<p>Yes</p> <p>Yes</p>	<p>Yes</p> <p>Yes</p>



Understanding of professional boundaries when working closely with people in their own homes.	Yes	
<b>Personality and interests</b>		
Ability to relate to adults and children.	Yes	
Being friendly and a good communicator, whilst also acknowledging when to be quiet.	Yes	
Patience and sensitivity.	Yes	
Being an animal lover.	Yes	
Relaxed and adaptable to changing situations.	Yes	
Be reliable and practical and able to manage time well.	Yes	

All successful candidates will be subject to a probation period, where their capability and competency in the above areas will be assessed.

*BHL is committed to the protection of individuals from avoidable harm and abuse. All successful applicants will undergo an Enhanced DBS (with barred list) checks (at the expense of the employer). This role is exempt from the Rehabilitation of Offenders Act, and it's a criminal offence for people who are barred from working in regulated activity to apply for this role. We will require a full job history and evidence of your conduct at work (for roles involved in working with vulnerable groups) and will seek both professional and employment references before employment commences.*