



Job Description and Person Specification
Support Worker
Job Ref: ZB003

Job Title: Support Worker

Location: Sudbury

Hours and Shifts Available: Part time hours – 30 hours per week

Regular Term Time Needs (39 weeks per year)

Monday, Tuesday, Wednesday – 06:30 – 09:30

Thursday - 06:30 – 11:30

Friday - 06:30 - 12:30

School Holidays (13 weeks per year)

Monday to Friday - 14:30 – 21:30

Weekends - 07.00 – 21.00 (6-hour shift between these hours)

Employer: Andy acting by his Deputy JMW Solicitors LLP

Line Manager: Zoe Biginton, Senior Case Manager, Ben Holden Ltd.

Pay: £17.00 per hour

About Andy:

Andy is an endearing and fun loving young person, who lives with his parents in Sudbury, Suffolk.

Andy is the dependent on using a wheelchair due to living with cerebral palsy and needs full adult support with all his activities of daily living. Andy's vision is impaired and he requires the support of a feeding tube to meet his nutritional needs. Andy was diagnosed with epilepsy at young age.

Andy communicates primarily via the use of vocalisations and facial expressions.

Andy loves listening to music and will vocalise in tune with the lyrics. He loves spending time with his parents "listening" to movies. Andy responds well to the use of sensory toys and being in the garden at home. He has a special tricycle that can be attached to his wheelchair and enjoys using this with the support of his parents. Andy is currently trying out new experiences such as attending the soft play sessions at the local leisure. He attends a local specialist school and is a popular student there.



Andy does at times need some quite time alone, and can become overwhelmed if an environment is too busy or loud. There are times at home when he prefers to be monitored at a distance via his video and audio monitor.

The Roles and Responsibilities:

- As part of his condition, Andy receives all his nutrition, fluids and medication via a PEG feeding tube and requires support workers to manage this for him. Andy will often experience symptoms of reflux associated to feeding and support workers will need to learn how to help him.
- Andy has epilepsy and receives a special diet and medication to manage his symptoms. Andy is prescribed emergency medication to be administered in the event of an unresolving seizure. Support workers will need to learn the plan for epilepsy management.
- Andy is not able to mobilise independently and needs support workers to hoist him safely and confidently. Andy also needs support with all his personal and intimate care needs. Staff will work on a 2:1 basis for safe manual handling.
- Andy does not communicate using words but will vocalise, giggle or cry to express his mood. At times Andy will reach out and touch objects of reference to express a choice, he support workers that are sensitive to his communication ability.
- Andy requires medication to support his health, and requires support workers who are willing to undergo training to administer this and manage stock levels in the home.
- Andy will require support staff to work in a person centred manner for their time together to be enjoyable and meaningful. It is important that support workers always work in Andys' best interests, promoting his self-esteem, confidence, and independence.
- Andy has a fully adapted wheelchair accessible vehicle which support workers would drive after an assessment. The assessment would take place at a time that his parents feel content and trusting of support workers.
- A full training programme related to how support Andy with his nutrition, seizure management, personal and health needs and moving and handling need will be given and supported by his local specialist team. He will have a therapy programme in place and support workers will be involved in the implementation of this

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.

- £17.00 per hour.
- 5.6 weeks annual leave per annum (pro-rata)
- 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:

Andy lives in a rural area, in a bungalow which has been fully adapted to meet his needs. Andy shares his home with both his parents. He has two older sisters who visit regularly. Andy's support team will work in close proximity to his family and will need to develop a positive relationship with them. There are currently no pets in the home.

Andys' home is a strictly non-smoking environment and under no circumstances will support workers be permitted to smoke at any time during the working day. They will need to ensure that they arrive on shift free from the odour of smoke.

Andy's current home is not his permanent one. In the future a bespoke property will be built, providing greater space for support, therapy and activities. This will be the time when Andy will require regular overnight and weekend support.

Ben Holden Ltd provide a mixture of training to support workers. This takes place both virtually and face to face. There may be a need for support workers to travel for training at our Ipswich based office or at Andy's home in Sudbury. . Most training is likely to be on weekdays, so support workers need to have some flexibility. Travel expenses for non electric vehicles would be reimbursed.

Confidentiality:

The ability to respect the privacy of Andy is fundamental to this position. All matters relating to Andy'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 the 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?
<p>Skills</p> <p>Ability to use IT for record keeping and care planning (or a willingness to learn).</p> <p>Effective communication skills, written and verbal.</p> <p>Able to drive with full UK driving licence</p> <p>To be able to follow instructions and act on own initiative.</p> <p>Able to work well both with in a team and independently</p> <p>Able and willing to participate in a wide range of leisure and social activities both in a family home and community environment.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	
<p>Experience</p> <p>Experience of working in peoples own homes</p> <p>Experience of working in a care setting</p> <p>Experience of supporting children with complex health needs and neuro disablities</p> <p>Experience of supporting client's with visual impairments</p> <p>Experience of enteral feeding (gastrostomy tube feeding)</p> <p>Have clear professional boundaries and be respectful of parent's values and the way that they wish to raise their children</p> <p>Understanding of the purpose of care plan and risk assessments and willingness to adhere to them.</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>
Area	Essential?	Desirable?



Knowledge and Understanding		
Knowledge and understanding of safeguarding and how to promote the welfare of vulnerable groups.		Yes
Be willing to undertake further training in relation to improving skills and knowledge		Yes
Personality and Interests		
Sociable, creative and fun	Yes	
Be flexible with in approach to work	Yes	
To be able to maintain professional boundaries	Yes	
Reliable an supportive	Yes	
Patience	Yes	
Effective and efficient organisations skills	Yes	
Punctual	Yes	
Kind, friendly and approachable	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.