



**Job Description and Person Specification**  
**Support Worker to Miss A**  
**Job Reference CW012**

**Job Title:** Support Worker

**Location:** Nr. Bury St Edmunds, Suffolk

**Hours and Shifts Available:** 8-12 hours per week over one shift on a Thursday or Friday with optional overtime

**Employer:** Miss A, acting by her Financial Deputy

**Line Manager:** Miss A's Team Leader

**Pay: weekdays:** £14.27 for weekday hours and £15.56 for weekends

**Any Occupational Restrictions:** This post is open to **Female staff only** as it involves personal care. Occupational Requirement (Equality Act 2010, Schedule 9 Part I)

**About Miss A**

Miss A is described as a sociable, outgoing, and determined young person with a wicked sense of humour.

Since leaving full time education two years ago she has developed a busy weekly timetable which includes a volunteering role as well as attending several organised groups. She also enjoys spending time with friends shopping or going out for meals.

Miss A is very skilled in using her electric wheelchair to get around and she has a Motability vehicle and an adapted home which she shares with her mum.

Miss A has cerebral palsy although is keen to maximise her independence and does as much as she can for herself which is supported by regular hydrotherapy.

Miss A needs support with elements of her personal care, transfers and eating and drinking.

Although Miss has good verbal communication skills it can be difficult for new people to understand her initially however, she is usually patient as people get to know her.

At times Miss A can become frustrated which she expresses through verbal and nonverbal communication. The number of incidents are continuing to reduce as Miss A is learning and encouraged to talk freely about emotions and worries. At times Miss A can find it difficult to trust new people and engage positively which she may express through ignoring and/or being curt towards them however staff always work in pairs, and issues are addressed as they arise.



We are currently seeking to grow her support team with an additional support worker for 1 day per week with the possibility of additional hours through negotiation and agreement. This will be either a regular Thursday or Friday

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

As above Miss shares her home with her mum and therefore sensitivity to the family home environment is crucial.

Miss A has a team of 3 staff currently, shifts usually start at 08.00 and are between 8 and 12 hours depending on her planned activities.

There may also be opportunities to support Miss A on short break holidays although this will not be essential.

- Supporting the development of independence with all activities.
- Personal care including washing, dressing, skin, teeth, nail and hair care.
- Assisting with her mobility, including assisting her to transfer using hoisting/stand aid equipment – all training will be provided.
- Encourage active participation in all areas of household management including housework, laundry, meal planning, shopping and meal preparation.
- Encouragement and assistance with therapy regimes including regular physiotherapy and hydrotherapy.
- Promoting purposeful, structured time both at home and in the community as well as supporting her with her leisure and social activities.
- Transporting client in her own vehicle and provide some support with mobility needs within the home.
- Accompanying Miss A to medical or other appointments if needed, although her mother usually supports these.
- Assisting/supporting with medication administration if necessary, which is very infrequent and mostly supported by mum.
- Support Miss A to maintain contact with other members of her family and facilitate visits.

### **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.

- £14.27 for weekday hours
- £15.56 for weekend hours
- Double pay for bank holidays
- 5.6 weeks annual leave per annum (pro-rata)
- 2 weeks employer sick pay (after probation)
- Pay to attend supervision and training
- Mileage rates
- Access to the Ben Holden Ltd employee assistance programme and discount scheme

### **The Work Environment**

Miss A lives in an adapted bungalow which she shares with her mum, and their two pet dogs.

Family is important to Miss A, and she is close to grandparents. Visits are generally prearranged, however at times these can be spontaneous.

### **Confidentiality:**

The ability to respect the privacy of Miss A is fundamental to this position. All matters relating to her 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 Miss A'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	
Effective communication skills, written and verbal.	Yes	
Able to drive	Yes	
Full driving Licence	Yes	

Area	Essential?	Desirable?
<b>Knowledge and Understanding:</b>  Knowledge and understanding of safeguarding  Understanding of Cerebral Palsy		Yes  Yes
<b>Personality and interests</b>  Enjoys swimming, shopping, being active  Positivity, patience, personable, approachable and calm	Yes	Yes
<b>Experience</b>  Experience of working paid or unpaid with young people with learning and physical disabilities, especially Cerebral Palsy  Experience of working in peoples own homes  Use of safe manual handling practice with people with disabilities  Experience of working with people with communication difficulties		Yes  Yes  Yes  Yes

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).