



**Job Description and Person Specification
Relief Support Worker
LP002**

Job Title: Relief / Bank Support Worker

Location: Newmarket, Suffolk

Hours Available: This is a relief post to cover for other absences within the staffing team. Shifts are 24-hours (08.00 – 08.00) and include a paid sleep-in shift.

Employer: Ms H

Line Manager: Team Leader & Case Manager

Pay:

- £12.21 per hour during week days
- £13.39 per hour on weekend,
- £85.50 per sleep-in night (between 11pm-8am)
- (these will increase as from 1st April)

Any Occupational Restrictions?

As this role involves personal care, it is open to female applicants only (in accordance with paragraph 1 of Schedule 9 of the Equality Act 2010).

About 'Ms H' (we have changed her name for anonymity)

Ms H is a lively, friendly and caring woman in her early 40s with excellent communication skills. She likes to keep busy and goes out most days either on planned trips or activities, or spontaneously dependent on the weather and how she feels on the day. Her interests include going to the cinema, theatre, and concerts. She also likes eating out and seeing her friends. Ms H has a small and very friendly dog, and she loves going on long walks to keep him well exercised. It is important to Ms H that those who work with her love dogs.

Ms H has cerebral palsy and uses her electric wheelchair to get around. She also has a mobility vehicle for all her transport needs which her support team are required to drive. She lives in her own adapted spacious property which offers good sleep-in facilities for her support team. Her home is very well maintained she has carefully chosen the beautiful decoration with reflects her own personality.

Most days are different and varied and Ms H directs her support as required and has full capacity to make decisions. She likes to take annual holidays to include her dog and these are also attended by her support team through negotiation and agreement.



The staff team are friendly and supportive of Ms H and most have been supporting her over a few years which is a reflection of her caring nature.

The Roles and Responsibilities of the job:

Within this team, staff generally work 24-hour shifts from 8.00am to 8.00am which includes sleep-in from 11.00pm – 08.00am, which can vary occasionally dependent on activities. Weekend shifts are shared between the team over the month. The team consists of 3 support workers and a team leader.

Key roles and responsibilities within this position include:

- Providing companionship and a light-hearted approach enabling Ms H to have fun and laugh with you!
- Support Ms H to care for her dog including walking, feeding (and picking up after him).
- All personal care including washing, dressing, skin, teeth, nail and hair care. The client will direct her care.
- Assisting the client with her mobility, including assisting her to transfer using hoisting/stand aid equipment – all training will be provided.
- Household management as directed by client.
- Manage daily laundry, and meal planning, shopping and meal preparation as directed by client.
- Encouragement and assistance with therapy regimes. There is a programme of exercises that the support team need to help her with; this includes hydrotherapy sessions and home-based physiotherapy exercises.
- Promoting purposeful, structured time both at home and in the community as well as supporting her with her leisure and social activities.
- Transporting the client in her own vehicle and providing some support with mobility needs within the home.
- Providing assistance at night if needed.
- Accompanying the client on weekends away and holidays.
- Accompanying the client to medical or other appointments as requested.
- Assisting/supporting independence with medication administration as required.
- Protection in all areas as a vulnerable adult.
- Escalating questions, concerns or suggestions to team leader and Ms H.

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.

(pay rates currently under review and will increase from April 1st)

- £12.21 per hour during week days
- £13.39 per hour on weekend
- £85.50 per 9 hour sleep-in shift
- Pay to attend supervision and training
- Access to staff discount and employee support programme

The Work Environment

Ms H lives in her own property, with her small and friendly dog.

Confidentiality:

The ability to respect the privacy of Ms H is fundamental to this position. All matters relating to their 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?
Skills		
Ability to use IT for record keeping and care planning (or a willingness to learn).	Yes	
Effective communication skills, written and verbal.	Yes	-
Able and willing to drive and use Ms H's wheelchair accessible vehicle for support.	Yes	-
Experience		
Experience of working in people's own homes		Yes
Experience of providing care and support		Yes



Area	Essential?	Desirable?
Knowledge and Understanding		
Knowledge and understanding of safeguarding and how to promote the welfare of vulnerable groups.	Yes	-
Knowledge of the Mental Capacity Act and how to apply this to working with adults with additional needs.	-	Yes
Knowledge of the local area and activities and events for people with additional needs.	-	Yes
Understanding of professional boundaries when working closely with people in their own homes.	Yes	-
Diploma in Health and Social Care Level 2 or equivalent.		Yes
Personality and interests		
To have a 'can do' attitude	Yes	
Have a good sense of humour	Yes	
To be reliable and trustworthy	Yes	
And must like dogs	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.