



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

**Job Title:** Support Worker / PA

**Location:** Newmarket, Suffolk

**Hours Available:** Average of 36 hours per week, shifts are 08.00-20.00 or 20.00 – 08.00 or both.

**Employer:** Ms H

**Line Manager:** Team Leader & Case Manager

**Pay:**

- £13.98 per hour week days
- £15.31 per hour on weekends
- £12.71 per hour for sleep-in night hours

**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 around 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, a team leader and relief staff.

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.
- Completing all care notes as directed.
- Maintaining health and safety in the home.
- Co-work effectively with the wider team

**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.



- £13.39 per hour during week days
- £15.31 per hour on weekend
- £12.71 per hour for sleep-in hours
- 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?
<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 and willing to drive and use Ms H’s wheelchair accessible vehicle for support.	Yes	-
<b>Experience</b>		
Experience of working in people’s own homes		Yes
Experience of providing care and support		Yes
<b>Knowledge and Understanding</b>		
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



Area	Essential?	Desirable?
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
<b>Personality and interests</b>		
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.*