



**Job Description and Person Specification**  
**Miss G**  
**Job Ref: SC004**

**Job Title:**  
Support Worker

**Location:**  
Stowmarket, Suffolk

**Hours and Shifts Available:**  
Vacancy is 24 hours plus option of overtime  
Shifts are 08.00-20.00 and 20.00-08.00

**Employer:**  
Miss G acting by Ashtons Corporation Trust Ltd

**Line Manager:**

**Pay:**

- £14.50 per hour for daytime hours (08.00-20.00)
- £12.21 per hour for night-time hours staff can retire to bed once Miss G is settled in bed
- Enhanced bank holiday rates

**Any Occupational Restrictions?**

This role is open to female staff only due to the provision of personal care (*Gender is considered to be a genuine occupational requirement in accordance with paragraph 1 of Schedule 9 of the Equality Act 2010*).

**About**

Miss G is a friendly, bubbly, and sociable young lady who lives in her own property in Stowmarket, Suffolk. She has Cerebral Palsy due to a brain injury at birth and has been diagnosed with a learning disability, as a result she requires support from a team of support workers during the day and night hours to support her day-to-day activities and to keep her safe.

Miss G requires some help with prompting and physical assistance for showering and bathing, as she can display poor attention to detail and be in a rush to finish a task.

Miss G has some physical impairment which impacts her mobility, she has reduced balance and is at risk of falls. This risk increases when she is excited or distracted and as a result may fail to notice hazards in her environment or be in a hurry to get somewhere. She requires verbal prompts and some minimal physical assistance.

Miss G requires positive encouragement to complete her daily physio plan, using her cross-trainer at home and going swimming regularly, she also enjoys attending a



local health centre and making use of the pool and spa facilities. Staff need to risk assess any activity undertaken by Miss G as she lacks insight to do this herself and may put herself at risk of harm or injury.

Miss G enjoys cooking and healthy eating, staff assist her to plan her meals weekly and support her in the kitchen with planning, guidance, monitoring her safety and providing physical assistance for those tasks she cannot safely manage on her own.

Miss G's home is important to her, staff maintain a cleaning rota to ensure it remains clean and tidy and in a good state of repair, Miss G may need encouragement to participate in household tasks as well as encouragement to pay attention to the task in hand and her own safety.

Miss G enjoys going out and socialising with her friends. she also attends some clubs weekly. Miss G requires her support workers to help her plan and organise meeting up with her friends and keeping in contact with them. Miss G likes going bowling, to the spa and cinema and out for coffee. Miss G requires her support workers to help her identify and plan activities she may enjoy. Family is also very important to her, and she spends a lot of quality time with her parents. It is important that her staff can drive her vehicle.

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

- Companionship to Miss G in her home, encouraging her engagement with a range of activities to keep her entertained as well as recognising when some 'down time' is required.
- Support with personal care tasks.
- Support with making health food choices and participating in cooking her own meals.
- Encouraging independence skills.
- Follow the physiotherapy guidance provided and supporting her exercising.
- Support to manage personal relationships and on-line safety.
- Driving Miss G to activities and events and providing any necessary support while in attendance.
- Assisting Miss G to identify and plan activities she may enjoy.
- Risk assessing to keep Miss G safe, while respecting her human rights.
- Assisting Miss G with managing her emotions when she becomes upset, anxious or overwhelmed.
- Supporting Miss G to go away for short breaks or holidays with prior agreement.

#### **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.



- £14.50 daytime hours (08.00-20.00).
- £12.51 night-time hours (20.00-08.00) staff can retire to bed once Miss G is in bed.
- 5.6 weeks annual leave per annum (pro-rata).
- Pay to attend supervision and training.
- Mileage rates should you use your own vehicle for business use and have business insurance on our own vehicle.

**The Work Environment**

Miss G lives in her own bungalow in the town of Stowmarket. There is on-site parking for staff.

**Confidentiality:**

The ability to respect the privacy of Miss G 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 G’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 and willing to drive.	Yes	
Able to risk assess and maintain safety.	Yes	
<b>Experience</b>		
Experience of working paid or unpaid with young people / adults with learning disabilities, physical disabilities, or Cerebral Palsy	Yes	
Experience of working in people’s own homes.		Yes



Experience of working with people with communication difficulties.		Yes
Experience of supporting therapy programmes		Yes
<b>Knowledge and Understanding:</b>		
Knowledge and understanding of safeguarding.	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 the importance of professional boundaries when working 1:1 in a person's own home.	Yes	
<b>Personality and interests</b>		
Ability to relate to young people / adults.	Yes	
Patience and sensitivity.	Yes	
Have a good sense of humour.	Yes	
Creative and adaptable – able to negotiate and motivate an individual to experience new challenges.	Yes	
Friendly/ relaxed and adaptable.	Yes	
Be reliable, committed, and practical.	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).*

May 2026