



**Job Description and Person Specification**  
**Support Worker for 'Stan'**  
**Job Ref: HJ010**

**Job Title:** Support Worker

**Location:** Wisbech, Cambridgeshire

**Hours Available:** 20 hours per week. 3 x 5-hour weekday shifts plus 1x 5 hour Sunday shift

**Shift Pattern:** 7 am to 12 noon. Tuesdays, Wednesdays, Fridays and Sundays with some flexibility for appointments with notice

**Employer:** Stan, acting by Court Appointed Financial Deputy

**Line Manager:** Helen Jamieson, Associate Case Manager, Ben Holden Ltd

**Pay:**

Monday to Friday £17.68ph

Saturday and Sunday £18.72ph

**About Stan**

Stan is 70 years old and lives in his own home with his stepmother who is 90 years of age. Stan has a learning disability and communication difficulties and Autism. Stan lives in his own home with his family member who provides support to him.

Stan can mobilise independently but does use a walking stick and a rollator and is a very slow walker. His mobility is becoming more difficult as he ages. Stan needs support to ensure that he does not fall, and supervision and support to ensure that he is safe. Stan also needs support with his physio exercises.

Stan will need support and encouragement to visit the GP/hospital and attend all health appointments and dentist/optician's appointments. He will need support to understand health information and test results etc. and to then support to action any recommendations from health professionals. He will need his support worker to drive Stan to and attend all appointments with him and provide assistance and emotional support.

Stan loves to go out for lunch but would also benefit from cooking more at home. He requires support with all aspects of menu planning, formulating shopping lists, shopping, and meal preparation. Stan also needs support with some aspects of personal care (prompting), deciding on appropriate clothes for the weather, dressing, putting on his coat and compression stockings and shoes and making sure that he is prepared for the day.



Stan would welcome the support worker's approach to be one that encourages him to take a lead in directing the support, so that he remains as independent as possible rather than have support workers doing things for him.

Stan can communicate verbally; he likes to have a chat and a catch up with the people who support him. He likes to talk about music of all eras from the 1930s onwards as well as his family. Stan can be very repetitive and obsessional in his conversation and will need support to move on from topics and with social cues and engaging with others. Many of his friends are elderly and Stan would like to investigate activities and groups where he can meet new people and gain more friends.

Stan does need support to encourage him to be assertive and let people know when he has a problem, feels uncomfortable, or is upset about something that has happened. He will need support with problem solving and how to find resolutions and the correct responses to difficult situations.

Stan leads an active life. He is very sociable and is always out and about in his hometown and likes to visit Kings Lynn. Stan has been asked not to use public transport due to his reduced mobility, the risk of falls and general vulnerability, he needs his support worker to drive him to, and support him with, his activities and larger shopping activities such as clothes shopping. During this time Stan may require active support with managing his day-to-day money and someone to keep a watchful eye. He needs his support workers to ensure that activities are safe for him to complete and that any risks are assessed and managed appropriately. Stan may also need verbal reassurance and emotional support from his support team and a chance to talk things through.

Stan is an avid music lover and will love to talk to you about music and visit music shops to buy records and CDs. He has recently started to attend record fairs and musical shows in the local area.

Stan is currently working with some therapists, namely an occupational therapist and a physio therapist, and he will require his support team to work with him in line with his bespoke therapy care and treatment plans. Full training and supervision will be provided in this area.

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

- Support with personal care and grooming; prompting and pointing out areas missed;
- Supervision with showering and dressing due to reduced mobility and increased risk of falls;
- Prompting in relation to managing continence;
- Putting on compression stockings and shoes in the morning;
- Organising and attending health related and therapy related appointments;
- Support with socialising and meeting new people;
- Support with shopping for personal items and clothes/shoes;



- Attending local and more regional leisure pursuits such as record fairs;
- Managing and accessing risk and keeping safe;
- Driving Stan to appointments and leisure activities;
- Support with food shopping, menu planning, healthy eating, cooking; (this would benefit both Stan and his stepmother);
- Support with day-to-day household tasks such as washing up, tidying up etc.;
- Support with behaviour, communication needs and maintaining relationships;
- Support with rehabilitation care plans such as physio exercises;
- Support with simple household maintenance such as, putting out the bins, changing lightbulbs, gardening jobs, keeping his home clean and tidy;
- Support with managing post, phone calls, deliveries;
- Support with neighbours and relationships with people living near to him;
- Support with highlighting more complex home maintenance tasks and engaging with case manager/deputy to make arrangements for solving these issues;
- Support with having tradespeople in the house and being safe whilst jobs are completed;
- Support with day-to-day money management;
- Support with safe administration, storage, and ordering medication when it is required;
- Support with keeping safe in the home, e.g. ensuring that the cooker is off, electrical goods are safe to use, no fire or other safety risks, identifying issues and responding appropriately;
- Support with problem solving and executive dysfunction issues related to planning, organising, and sequencing;
- Support with anxiety, rumination and cogitation and moving on from repetitive topics;
- Support with managing change;
- Maintaining accurate care records;
- Helping maintain health & safety in the home;
- Following safeguarding policies.

### **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.

- Monday to Friday - £17.68ph;
- Weekend hours - £18.72ph;
- 5.6 weeks annual leave per annum (pro-rata)
- Statutory 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**

Stan lives with his stepmother at home. There is parking at the house.

Stan’s home is a strictly non-smoking/non-vaping environment.

Stan does not like smoking/vaping, so he would ask you not to smoke or vape whilst you are working with him.

The house where Stan’s house is in need of renovations. It is likely that Stan and his stepmother will soon need to move to a level access property when a suitable property is found. It is highly likely that this will be in or very close to Wisbech.

**Confidentiality:**

The ability to respect the privacy of Stan 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 Stan and his stepmother. 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 work proactively and positively with someone who is very repetitive in their speech and conversation. | Yes        |            |
| 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 own car for support.   | Yes        | -          |
| Able to access public transport when needed.   | Yes        |            |
| Able to risk assess and maintain safety.   | Yes        |            |
| Being skilled in knowing when you need to support and when you need to stand back and give space.                | Yes        |            |
| Being able to write factual and concise notes.   | Yes        |            |
| Being able to use clear and simple language and sentences when communicating.                                    | Yes        |            |
| To work collaboratively with Stan’s stepmother.  | Yes        |            |

| Area  | Essential? | Desirable? |
|---|------------|------------|
| Being innovative in unexpected free time and able to change/initiate other activities.                    | Yes        |            |
| <b>Experience</b>   |            |            |
| Experience of working in people's own homes and with members of the client's family or in a similar role. | Yes        | -          |
| Experience of working with people with mobility needs.  | Yes        | -          |
| Experience of supporting people with learning disabilities and autism.                                    | Yes        | -          |
| Experience of working within a multidisciplinary framework.   | 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        |
| 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>  |            |            |
| Being friendly and a good communicator, whilst also acknowledging when to be quiet.                       | Yes        | -          |
| Patience and sensitivity. Stan can be very repetitive in conversation.                                    | Yes        | -          |
| Being a music lover and enjoy listening to all music types as far back as the 1940's.                     | Yes        | -          |
| Relaxed and adaptable to changing situations.   | Yes        | -          |
| Be reliable and practical and able to manage time well.   | Yes        | -          |
| Happy to attend music related shows and singalongs  | Yes        | -          |
| Being confident in manner but mindful of guidance.  | Yes        | -          |
| <b>Values that are important to the family</b>  |            |            |
| Being respectful in tone and manner.  | Yes        | -          |
| Respecting Stan's equipment when it is in your care.  | Yes        | -          |



| Area   | Essential? | Desirable? |
|--|------------|------------|
| Being a non-smoker or a non-vaper.   | Yes        | -          |
| Not swearing.  | Yes        | -          |
| Taking the time to understand how Stan likes to have his support and doing it his way. | Yes        | -          |
| Happy to follow the reasonable house rules when working in Stan's home.                | Yes        | -          |
| Knowing when to be directly involved and knowing when to step back.                    | 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.*