



**Wellington Care**  
Enabling independence

# Information Pack

Support Worker



**Closing date:**

28/03/2024

# Job Description

<b>JOB TITLE:</b> Support Worker
<b>LOCATION:</b> Staff are required to work in one of the various supported living houses owned by Wellington Care in Hull and surrounding areas.
<b>SALARY:</b> £11.44 per hour + overtime available
<b>HOURS:</b> The post holder is required to work their contracted hours flexibly to meet the needs of our clients and the organisation which may include evenings, weekends, or public holidays.
<b>REPORTS TO:</b> Registered Manager
<b>VALUES AND COMMITMENT:</b> Wellington Care are committed to the inclusion, safeguarding and welfare of vulnerable adults experiencing complex mental health difficulties. All staff members are selected, vetted, and trained to a high standard to enable them to provide the safe and effective care of those who use our service. It is a criminal offence for people who are barred from working in Regulated Activity (under the Safeguarding and Vulnerable Groups Act 2006) to apply for roles that require them to work unsupervised with our service users.
<b>OVERALL PURPOSE OF THE JOB</b> To provide the highest quality of care and support to all people who use the service in accordance with company policies and procedure, best practice and standards set by the regulatory body.
<b>ROLE RESPONSIBILITIES</b> Participate in a rota of care for people who use the service as part of a team. Staff should be able to form appropriate relationships with service users and always maintain professional boundaries, while promoting independence and offering support, when necessary, in areas including:  <ol style="list-style-type: none"><li><b>1. Organise and participate in appropriate activities</b> - Support and actively encourage the health and well-being of all people who use the service. Contribute to the development of existing and new ideas to improve the quality of life of people using the service, including their leisure, social and independent living skills. Pro-actively support tenants to organise and participate in activities within their home and the wider community, staff to participate in the activities when appropriate and necessary.</li><li><b>2. Personal care</b> - Ensuring individuals' dignity is always maintained and given support with their personal and intimate care as required in their care plan. This may include bathing, assist with using the toilet, medication administration and assistance with dressing.</li><li><b>3. Domestic duties</b> - Maintain cleanliness in all communal areas. Support and encourage people who use the service to participate in daily living activities including, daily cleaning, laundry, and ironing where appropriate.</li><li><b>4. Meal Preparation</b> - Support people who use the service with meal preparation. This may include shopping and cooking, promoting, and encouraging independence. This may also include support with eating and drinking when needed.</li><li><b>5. Additional Duties</b> -To fully support the individual to live and enjoy the life they wish</li></ol>

to have. Fully involve them and their families to support them in all aspects of their care and support planning.

- 6.** Ensuring the individuals needs are met to maintain health and well-being, physically, mentally, and emotionally. Advocate on behalf of the individual and ensure no decision is made without them.
- 7.** Empower individuals to actively achieve their goals by taking time and communicating in their preferred method. Maintain an awareness of the individuals' beliefs and cultural needs, working in an open and trustworthy manner.
- 8.** Be alert to and proactive in safeguarding the health, safety and welfare of the people supported, yourself and colleagues based in the service, and escalate concerns in a timely, professional, and appropriate manner.
- 9.** Act as a nominated Key worker to an individual if required.
- 10.** Recording and evidencing outcomes in service user records, ensuring confidentiality. Contributing to the preparation, implementation, monitoring and regular review of individual care and support plans. Giving the individual a voice that is heard, and their aspirations are worked towards with them.
- 11.** Support service users to arrange and attend appointments to the hospital, dentist, doctors, and other services when required.
- 12.** Administer medication in accordance with Wellington Care's policies and procedures.
- 13.** Ensure that all service users are supported with managing their finances in accordance with their agreed care and support plan.
- 14.** To work in service user's homes for long periods of time in complex circumstances.
- 15.** Maintain and promote a positive behaviour support ethos when supporting and managing challenging behaviour.
- 16.** Work with and manage behaviours that may challenge enabling service users to develop from needing external control strategies to developing self-control strategies.
- 17.** Always operate in accordance with company policies and procedures, with referencing to safeguarding, whistle blowing, complaints, recording, reporting and positive behaviour support.
- 18.** Flexibility to work in the wider community, own method of transportation required, this can include own car and public transport.
- 19.** Fulfil sleep-in duties in accordance with the agreed rota if required.
- 20.** Actively participate in team meetings, supervisions, and reviews in accordance with company policy and standards set by the regulatory body.
- 21.** Actively participate in training and take responsibility for continuous personal development, with support from the line manager.
- 22.** To carry out any other reasonable and relevant duties as required.

**ALL STAFF ARE REQUIRED TO:**

- Always show courtesy and respect to tenants to ensure that they enjoy the highest quality of life. Always respect the confidentiality of tenants and their families and involve families and friends in the service users care and develop their trust.
- Be aware of, and always comply with all company policies and statutory requirements of the Health and Safety at Work Act, Care Standards Act and all Regulations made there under, maintaining records diligently and accurately as required.
- Greet all visitors, and answer the telephone, in a friendly, courteous, and efficient manner and promote Wellington Care positively at all times in the local community.
- Always maintain good working relations with all colleagues.
- This job description indicates the main duties and responsibilities of the post. It is not intended as a complete list and may be subject to review periodically.

**NOTES**

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities, and dimensions of the role.

It is the nature of the work of Wellington Care that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work, and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

# Person Specification

ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
<b>Educational / Professional Qualifications:</b>	<b>Educational / Professional Qualifications:</b>
<ul style="list-style-type: none"> <li>• Ability and willingness to work towards Level 2 diploma in health and social care.</li> <li>• Ability and Willingness to complete the Care Certificate</li> <li>• Ability to demonstrate equivalent of level 2 in English.</li> </ul>	<ul style="list-style-type: none"> <li>• Hold NVQ level 2 or equivalent in health and social care.</li> <li>• Level 2 qualification in literacy</li> <li>• Level 2 qualification in numeracy</li> </ul>
<b>Skills/Abilities</b>	<b>Skills/Abilities</b>
<ul style="list-style-type: none"> <li>• Ability to work well within a team.</li> <li>• Ability to lone work and without direct supervision</li> <li>• Ability to work shifts including weekdays, weekends, evenings, waking nights, bank holidays and split shifts.</li> <li>• Able to undertake personal care tasks</li> <li>• Numeracy and literacy skills</li> <li>• IT skills</li> <li>• Ability to complete tenants' records both written and electronically</li> </ul>	<ul style="list-style-type: none"> <li>• A Driver and willingness to undertake driving duties</li> </ul>
<b>Experience</b>	<b>Experience</b>
<ul style="list-style-type: none"> <li>• Experience of working in a health and social care setting preferably with adults</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of Mental Capacity and DOLS</li> <li>• Experience of complex mental health</li> </ul>
<b>Character and personal attributes</b>	<b>Character and personal attributes</b>
<ul style="list-style-type: none"> <li>• Positive attitude</li> <li>• Honest, trustworthy, and reliable</li> <li>• Respectful of tenants, staff members and other professionals</li> <li>• Approachable</li> <li>• Good organisation skills</li> <li>• Good professional boundaries</li> <li>• Good personal resilience</li> <li>• Enthusiastic and committed to supporting services users to achieve positive outcomes.</li> <li>• Demonstrate an empathetic caring nature.</li> <li>• Demonstrate an authentic interest in maintaining the quality of service in accordance with the standards set by Wellington Care</li> </ul>	<ul style="list-style-type: none"> <li>• Driver, and willingness to undertake driving duties</li> </ul>

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| <ul style="list-style-type: none"><li>• Demonstrate a commitment to further and continuing professional development.</li></ul> |  |
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# Overview of Wellington Care

Founded in 2017, Wellington Care has been supporting local people to become independent for over 5 years. As a new organisation, we strive to be the best that we can be, supporting individuals with poor mental health, and other complex needs.

As an independent provider of specialist care and support, we believe that everybody should have the opportunity to realise their full potential and become as independent as possible.

We support adults across Hull and East Yorkshire with all aspects of their daily lives, including offering safe and welcoming living environments with around the clock care, as well as additional support within the community.

At Wellington Care, we are a passionate and committed team who go the extra mile for the people who benefit from our support.

Wellington Care is wholly owned by Hull and East Yorkshire Mind.

## **Our Aims and Objectives:**

- To be a leading health and social care provider, focusing on supporting people with severe and complex mental health and other additional needs such as a learning disability, autism or behaviours that may challenge.
- To be a person centred and needs led organisation that will meet the holistic needs of a person to empower them to live as independently as possible.
- To support people to enable them to lead a positive and fulfilling life and achieve personal goals and ambition. This includes supporting everyone to go above and beyond their own vision of capability.
- To be the employer of choice within the communities we work in.

## **Our Mission:**

Our mission is to empower individuals to achieve their hopes, goals, and aspirations so that they can live a positive, fulling and independent life.

## **Our Underlying Principles are:**

- We respect the individual.
- We act with the highest standards of integrity, honesty, and commitment.
- We always strive to do the best we can in everything we do.
- We focus on people's strengths and abilities.
- We work together, and in partnership, with individuals.
- We support and encourage innovation and creativity



# Summary of Terms and Conditions

## 1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

## 2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Wellington Care.

## 3. Hours of Work

As per your contract of employment. All hours are to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

## 4. Pay

No automatic annual increments are payable except for any cost-of-living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

## 5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full-time staff and on a pro rata basis for staff working part-time. In addition, paid leave will be granted for all bank holidays (on a pro rata basis for part-time staff) each year.

## 6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or an injury sustained whilst carrying out their duties for Wellington Care will receive six weeks full Company Sick Pay and two weeks at half pay in a 12-month period.

## 7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer's contribution will be 3% of gross basic earnings. Additionally, staff who are either non-eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

## 8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Wellington Care. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

## 9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.