

JOB DESCRIPTION

POSITION:	Multi-Site Support Worker
AT:	North or South Kirklees
RESPONSIBLE TO:	SERVICE MANAGER

HOURS	37 hours per week
PAY	£8.20 - £8.60 per hour

1. ABOUT MENCAP IN KIRKLEES

We are a registered charity providing services to people with a learning disability who live in Kirklees.

2. **OUR VISION** is of a world where people with a learning disability are valued equally, listened to and included.

3. **OUR MISSION** is to:

- Support people with a disability across Kirklees, to fulfil their potential and lead happy and purposeful lives.
- Involve these people and their families, staff and other stakeholders in every aspect of the services and activities we provide.
- Campaign for change & improvement in the lives of people with a learning disability.
- Build on our high quality services and be responsive to changing needs.
- Run an effective & well managed organisation which provides excellent value for money.

4. ABOUT THE SERVICES:

Mencap in Kirklees provides community support services; day services and residential care for people with a learning disability living in Kirklees. Our day services are open from 9.00am to 4.00pm Monday to Friday but all our other services are open 24 hours a day, seven days a week.

5. THE JOB:

As a Multi-Site Support Worker you will work your contracted hours at Mencap in Kirklees sites in either North or South Kirklees. Although you will work at any site, a nominated manager will be responsible for your professional support and supervision.

You will not be expected to work a waking night shift, but if you wish to do so you will be paid an incentive of 10% of your hourly rate. You will be expected to work occasional sleep in shifts in some of our services. No

matter which service you are working in you will be expected to help the people we support to be as independent as they can be and to reach their full potential.

As a multi-site worker for North Kirklees you will be expected to work at:

- **Castle Hall** residential home in Ravensthorpe. This is a home for up to sixteen older people with a learning disability and other age related conditions. Some of the residents need more intensive support with personal care, bathing, eating & drinking, dressing & undressing.
 - **Arena** day service for adults with a moderate learning disability, open Wednesday to Friday 9.30 – 4.30pm in Dewsbury- supporting a small group this will involve holding fun activities inside and outside of the day center, preparing meals, cleaning and making sure we are encouraging service users to make independent decisions.
 - **Super Tuesday** day service for people with a mild learning disability every Tuesday from 10.00am to 4.00pm – This will involve supporting them in various activities like crafts and cooking
 - **FRlendcap** social group meets every Friday evening in Dewsbury 6.00 – 8.30pm this will involve making sure support is given in various tasks and activities that will be in and outside of the center
 - **Branches** day service for older people with a learning disability, open Monday – Friday 9.00am to 4.00pm in Batley.

As a multi-site worker in South Kirklees you will be expected to work at:

- **Community support** which is about helping people to live independently in their own homes so the emphasis is on helping with personal care, budgeting, paying bills, appointments, shopping, household tasks, and accessing the community safely. This might include sleeping nights in one of our supported living houses. You would also support people into employment, education and voluntary work.
- **Waverley Hall Day Service** in Huddersfield opens Monday to Friday 9.00am to 4.00pm. in this role you will use your skills when interacting with people we support and also undertake the same tasks as the people who work there, This will include – medication, support and personal care, whilst also being able to prepare food and take part in internal and external activities.
- **Monday & Wednesday Clubs** - The clubs are run from Waverley Hall 6.00pm to 9.00pm, whilst providing support you will be joining in playing games and other such activities which will be planned beforehand.
- **Victoria Road** residential home for six people in Lockwood. This will involve a sleeping night shift, also personal care to both male and females, you will be involved in meal preparation, cleaning of general areas of the home and also transporting service users to and from places. You will also be involved in outings and shopping with the service users.
- **100 Pennine Crescent** residential home for eight people in Salendine Nook. This will involve a waking night shift, You will use encouragement to help with the choices that the service users make and also encouraging them with independence, whilst working here you will undertake tasks such as cleaning, cooking and shopping.

Our residential care services support people with higher level needs, often with other age related conditions. The work here is managed on a rota with staff working either a night or day shift over seven days a week, including weekends and Bank Holidays.

Everyone has different needs and different levels of ability and as a multi-site worker your role will be to help and encourage people to do as much as they can for themselves whilst providing just the right level of support.

All staff are expected to maintain high standards of customer care in the context of the organisations's vision, to uphold the Equality and Diversity Policy, health and safety standards and to participate in training activities necessary to their post.

6. MAIN DUTIES

The post-holder's duties must at all times be carried out in compliance with our Equality & Diversity Policy and any other policies designed to protect employees or service users from harassment.

- a. The following is a broad outline rather than an exhaustive list and the duties will be different depending on which service you are working in.
 - To attend to the physical, social and emotional needs of the people we support by helping with a range of household tasks and in maintaining their own homes
 - Tenancy support
 - Accessing community facilities
 - Ensuring that the agreed aims of the care plan are followed together with any moving and handling risk assessments
 - Dressing and undressing
 - Washing & bathing
 - Using the toilet and other personal care needs
 - Making light meals and helping to eat
 - Maintaining relationships with family & friends
 - Supporting to appointments or with activities
 - Being responsible & accountable for valuables and residents monies
 - Ordering, checking & dispensing medication as required and attending to first aid needs
- b. To ensure that a person's rights, dignity, choice and privacy are respected at all times.
- c. To attend fire training, be present at fire drills and assist with the support and evacuation of people using the service where necessary.
- d. To observe and report any changes in residents physical and mental health to the person in charge.
- e. To attend staff meetings and any other meetings as instructed by the Manager that are essential to maintain the safe running of the service.
- f. To maintain good working relationships with other professionals.
- g. To take reasonable care of the health and safety of self, other persons and resources whilst at work.
- h. To undertake such other duties and responsibilities of an equivalent nature as may be determined by the post-holder's manager.
- i. To observe for, and where appropriate, assist in resolving any signs of abuse in accordance with Mencap in Kirklees policies and procedures.

7. OTHER DUTIES

From time to time the multisite worker will be expected to:

- Drive our minibus to transport people we support to day services or on other journeys
- Carrying out activities, both planned and spontaneous in agreement with the service manager
- Admin or office duties such as answering the telephone, case file audits, quality checks as directed by the service manager
- Shopping
- Domestic and kitchen duties

8. KNOWLEDGE & EXPERIENCE

- a. Knowledge of the issues relating to people with a learning disability.
- b. To understand what dignity means and how this applies to this role.
- c. To understand the importance of team work and how this benefits the users of the service.
- d. Knowledge of what safeguarding is and your role in keeping people safe.
- e. An understanding of what confidentiality means and what your role is in maintaining it.
- f. An awareness of cultural needs and how to provide sensitive support.
- g. To understand the importance of good working relationships within the team and with any other relevant people, including professionals, parents and carers.
- h. Level 2 Diploma in Health & Social Care (or equivalent) and a commitment to work towards higher level qualification.
- i. Commitment to equality of opportunity

9. SKILLS & ABILITIES

- a. To be able to write clear and concise notes in our service users' individual files, recording any changes in their physical and mental health and to pass on relevant information to managers, professionals and support workers as appropriate.
- b. To be able to communicate effectively with people.
- c. To be able to provide opportunities, encouragement & support to help individuals to reach their potential.
- d. To act on own initiative and work with minimal supervision
- e. To ensure that the service is always delivered with respect and a commitment to equal opportunities both for people using the service and for staff.

- f. To be flexible with your working pattern and to be willing and able to provide cover at short notice to meet service needs.
- g. An ability to drive and have a car available for work is essential. Exceptions can be made for a candidate unable to drive due to a disability. Travel expenses will be reimbursed.

10. PAY SCALE (AS AT 1st April 2018)

Less than 18 months service		Over 18 months service	
Level 2 qualification in health & social care	Level 3 qualification in health & social care	Level 2 qualification in health & social care	Level 3 qualification in health & social care
£8.20	£8.35	£8.45	£8.60

11. Training & Qualifications

Our staff are our biggest asset and we want them to be well trained so they are able to provide high quality care to the people we support. In order that you can do that we will provide training in all relevant topics. Whilst we arrange and pay for your training you will be expected to do some of the work, including coursework, in your own time. You will not be paid for this.

You will be expected to already hold, or be willing to work towards the following mandatory and core qualifications:

Mandatory training	
Care Certificate or equivalent induction	Moving & handling
Safeguarding	Oral hygiene
Mental capacity & Deprivation of Liberty Safeguards	Pressure Care
Dignity and respect	Medication
Information security	Distraction & intervention
Diabetes awareness	Food hygiene
Health & Safety	Learning disability awareness
Fire Safety	Recording skills
Infection Prevention & Control	Equality & diversity
Dementia Awareness	Moving & handling with/without hoist
Autism awareness	Handling other people's money

12. A DAY IN THE LIFE OF A MULTISITE WORKER

To help candidates to have a deeper understanding of the role they are applying for, we ask our existing staff to describe in their own words what a typical shift involves. As this role expects you to be able to work in any of our services you should read the “day in the life” sections of the job descriptions published on our website

13. NEXT STEPS

You can get an application pack by ringing the Administration Team on 01484 340811 or you can download one from our website www.mencapinkirklees.org.uk

Send your completed application form to:

Administration Team
Mencap in Kirklees
Brunswick House, 33 East Street
Lindley
Huddersfield
HD3 3ND.

Or you can email it to hr@mencapinkirklees.org.uk

If you want to have a chat with a the multi-site co-ordinator before filling in an application form you can telephone 01484 340811 or email jack.hirst@mencapinkirklees.org.uk

LAST UPDATED: OCTOBER 2018

Shortlisting criteria

We will use the following matrix when shortlisting candidates for interview.

Essential	Desirable
To understand what dignity means and how this applies to this role.	Knowledge of the issues relating to people with a learning disability.
To understand the importance of team work and how this benefits the users of the service.	
Knowledge of what safeguarding is and your role in keeping people safe.	
Ability to use initiative and work with minimal supervision.	
An awareness of cultural needs and how to provide sensitive support.	
To understand the importance of good working relationships within the team and with any other relevant people, including professionals, parents and carers.	
Level 2 Diploma in Health & Social Care (or equivalent) and a commitment to work towards higher level qualification.	
To be able to write clear and concise notes.	
To be able to communicate effectively with people.	
To be able to provide opportunities, encouragement & support to help individuals to reach their potential.	
Commitment to equality of opportunity.	
An ability to drive and have a car available for work.	
To be flexible with your working pattern and to be willing and able to provide cover at short notice to meet service needs.	