

## JOB DESCRIPTION

<b>POSITION:</b>	<b>SUPPORT WORKER – DAYS</b>
<b>AT:</b>	<b>CASTLE HALL, 33 LEE ROAD, DEWSBURY WF13 3BE</b>
<b>RESPONSIBLE TO:</b>	<b>HOME MANAGER</b>

<b>HOURS</b>	<b>WORKING A SHIFT PATTERN TO INCLUDE WEEKENDS AND BANK HOLIDAYS</b>
<b>PAY</b>	<b>£7.98 - £8.58 PER HOUR</b>

### 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 CASTLE HALL**

Castle Hall is a 16 bed residential home in Ravensthorpe Dewsbury for older people with a learning disability and age related conditions, providing care 24 hours a day, 7 days a week. Each resident has their own room, decorated to their taste and requirements and we have a lift to the first floor. A number of lounges allow residents their choice of company and activities. Outside there is a large garden that can be accessed through the patio doors in the main lounge.

Our residents all have different needs and abilities which is why we treat each person as an individual and respect their wishes. Most will need help with personal care and full training will be given on safe moving and handling techniques and the use of a hoist. We operate a shift system that includes working weekends and bank holidays and the day shift covers the period from 8.00am to 10.00pm.

#### **5. THE JOB:**

This job involves working during the day to meet the needs of the elderly residents living at Castle Hall. Under the direction of the home manager you will attend to the physical, social, emotional and psychological needs of the residents; enabling and encouraging them to maintain a lifestyle in line with their age and ability. This includes helping with personal care, dressing and undressing and supporting them with activities.

You will be required to support our residents when they take their annual holiday which is usually up to one week every year and you might be asked to drive our people carrier/minibus.

All staff are expected to maintain high standards of customer care in the context of the organisation'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 following is a broad outline rather than an exhaustive list.

- a. To attend to the physical, social, emotional and psychological needs of the residents that will include:
  - 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
  - Be responsible & accountable for valuables and residents monies
  - Ordering, checking & dispensing medication as required and attending to first aid needs
- b. To ensure that the agreed aims of the care plan are followed together with any moving and handling risk assessments.
  - c. To ensure that residents rights, dignity, choice and privacy are respected at all times.
  - d. To attend fire training, be present at fire drills and assist with the support and evacuation of residents where necessary.
  - e. To observe and report any changes in residents physical and mental health to the person in charge.
  - f. To contribute to staff meetings and service user reviews and attend any meetings that are essential to maintain the safe running of the home.
  - g. To maintain good working relationships with other professionals.
  - h. Take reasonable care of the health and safety of yourself, other persons and resources whilst at work.
  - i. To carry out such other duties appropriate to the post as might be allocated by the Home Manager

## **7. KNOWLEDGE & EXPERIENCE**

- a. To understand what dignity means and how this is applies to this role
- b. To understand the importance of team work and how this benefits our residents.
- c. To have experience of working with older people with a learning disability or knowledge of the issue that are important when caring for them.

- d. Knowledge of what safeguarding is and the role this position plays in keeping people safe
- e. An understanding of what confidentiality means and what this post holder's role is in maintaining it.
- f. An understanding of cultural needs and how to provide sensitive support.

**8. SKILLS & ABILITIES**

- a. To be able to write clear and concise notes in residents case files recording any changes in their physical and mental health.
- 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 ensure that the service is always delivered with respect and a commitment to equal opportunities for both staff and people using the service.
- e. An ability to drive and have a car available for work is desirable but not essential.

**9. PAY SCALE (AS AT 1<sup>ST</sup> APRIL 2017)**

Up to 18 months service			After 18 months service		
Unqualified	Level 2 qualification in health & social care	Level 3 qualification in health & social care	Unqualified	Level 2 qualification in health & social care	Level 3 qualification in health & social care
<b>£7.98</b>	<b>£8.13</b>	<b>£8.33</b>	<b>£8.23</b>	<b>£8.38</b>	<b>£8.58</b>

**10. 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:

<b>Mandatory training</b>	
Care Certificate or equivalent induction	Moving & handling
Safeguarding	Oral hygiene
Mental capacity & Deprivation of Liberty Safeguards	Pressure Care
Dignity	Medication
Data Protection & use of IT	Distraction & intervention
First Aid	Food hygiene
Health & Safety	Learning disability awareness
Fire Safety	Recording skills
Infection Prevention & Control	Equality & diversity
Dementia Awareness	Fluids & nutrition
<b>Core training</b>	
Moving & handling with hoist	

## **11. BENEFITS OF WORKING FOR MENCAP IN KIRKLEES**

- a. Enrolment into our workplace pension scheme into which Mencap in Kirklees contributes 3% of your salary if you meet our qualifying criteria.
- b. Enrolment into a healthcare scheme that allows you to claim money towards the cost of dental, optical and other medical expenses.
- c. A generous holiday allowance that increases the longer you work for us.
- d. Sick pay and family friendly policies after a qualifying period.
- e. Membership of Mencap Extra's offering discounts on lifestyle purchases such as cinema tickets and meals out.
- f. Ongoing investment in your personal development and training to help you to achieve your career goals.

## 12. A DAY IN THE LIFE OF:

To help candidates to have a deeper understanding of the role they are applying for, we asked our existing staff to describe in their own words what a typical day shift involves. This is what they said:

*I'm a Residential Care Assistant (Days) at Castle Hall in Ravensthorpe, Dewsbury. It's a home for older people with a learning disability and some of them also have dementia. Compared to some residential homes, Castle Hall is quite small with only 16 bedrooms. This is great because it means the staff get to know all the residents really well.*

*At the start of the shift I go into the office for the handover, this tells me how the residents have been through the night and I check to see what everyone's doing, who's going out to day services and who has any appointments. After this I am told which residents I will be helping to get up that day, if the person needs to use a hoist we always work in pairs to make sure everyone is safe.*

*I ask the person whether they want a shower or a bath and what they want to wear that day before helping them with their bathing and their personal care needs. It's important to be talking and inter-acting with the person you are helping and not just "doing things to them". If I'm helping a female resident I'll make sure her hair is dried and styled and that she has any jewellery on that she wants to wear. If I'm helping a male resident I'll either help them to shave, or shave them if they can't do it themselves. When the resident is up and dressed I help them down to breakfast and they choose what they want to eat and drink. Some residents might need help with feeding. After breakfast most people like to sit in the lounge and either join in activities or get on the bus to the day service, or they may need to go out for an appointment. For the rest of the shift I continue to help residents to the toilet and applying creams where they need these. It's really important that I am able to tell whether a resident looks as though they might be developing a pressure sore and report this to my manager so we can make sure they get the right pressure relief to stop it from getting any worse.*

*Before we go home we all have to sit and write up our daily notes so that everyone knows how the residents have been and if there have been any changes. This helps us to show that we have done what we are supposed to do in the residents care plan.*

*This is a list of some of the many things we do as part of our shift at Castle Hall, but don't worry, there's lots of training and support to help you.*

<i>Go shopping</i>	<i>Do laundry, dry, fold, put in correct boxes</i>
<i>Put residents laundry away</i>	<i>Take residents to appointments/hospital</i>
<i>Make/change residents bed, clean mattress</i>	<i>Clean glasses and dentures</i>
<i>Put residents on bed rest</i>	<i>Shop for service user toiletries/clothing</i>
<i>Take service user shopping</i>	<i>Clean/tidy residents bedroom</i>
<i>Take part in activities</i>	<i>Fill out daily notes</i>
<i>Care plans to write up</i>	<i>Attend staff meetings</i>
<i>Answer buzzers</i>	<i>Go to shop for service user</i>
<i>Planning activities</i>	<i>Walk with service user to and from the bathroom</i>
<i>Writing up notes after appointments</i>	<i>Apply creams</i>
<i>Planning holidays and supporting them during holidays away</i>	<i>Shave males</i>
<i>Take baskets from laundry to bathrooms</i>	<i>Shower/bath service users</i>
<i>Open windows/curtains</i>	<i>Put continence aids away/ Re-stock bedrooms</i>
<i>Re-stock ppe e.g. gloves, aprons, wipes</i>	<i>Make drinks throughout shift</i>
<i>Sometimes make meals</i>	<i>Talk with service users</i>
<i>Support service users with walking</i>	<i>Empty bins</i>
<i>Mark clothes</i>	<i>Support with supper</i>
<i>Write up daily notes</i>	
<i>When required support service users with PEG feeding, stoma and catheter care, palliative and end of life care</i>	
<i>Support service users to shower/bath and to bed when they choose to go</i>	

### **13. NEXT STEPS**

You can get an application pack by ringing the Admin Team on 01484 340811 or you can download one from our website [www.mencapinkirklees.org.uk](http://www.mencapinkirklees.org.uk)

Send your completed application form to:

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

Or email it to [hr@mencapinkirklees.org.uk](mailto:hr@mencapinkirklees.org.uk)

Or you can hand it in at any of our services.

If you want to have a chat with the Home Manager before filling in an application form you can telephone Elaine Richardson on 01924 520270 or email [elaine.richardson@mencapinkirklees.org.uk](mailto:elaine.richardson@mencapinkirklees.org.uk)

**LAST UPDATED:** APRIL 2018