



## Community Support – Relief Support Worker at PSS

### About the Job?

Whatever challenges life brings, we think everyone should have a chance to change things for the better. As a Relief Support Worker, you'll empower people with support needs to live the way they want to live.

The main responsibilities of the role will include; creating opportunities, developing relationships and building trust with the people you support. You'll support individuals to play an active role within their communities and help them to achieve their goals. As Ann Marie explains below, nothing comes close to the feeling you get when you are helping to change someone's life:

*'I love that the job is different every day. This is not your usual 9 to 5, its more personal you can build meaningful relationship with people. The job is rewarding in itself and I love knowing that I make a difference in someone's life'* Ann Marie, Support Worker

### Who are we looking for?

We're on the hunt for someone who has a big heart, is open-minded, genuine, determined and professional. The perfect candidate will be positive with a can-do approach and will be committed to providing excellent support.

Previous experience is not essential; you'll receive access to our extensive training programme which will enable you to gain all the skills and knowledge you need to be excellent at your job. We'll also make sure you get a comprehensive induction and our experienced staff team will support you in your journey with us.

To ensure the delivery of a flexible, responsive service which can adapt to changes in each individual's level of need and which provides a continuous presence. Successful candidate will provide a waking night service which enables people to stay safe and protected from harm.

### Terms & Conditions

#### Contract Type

Relief

#### Salary

£8.50 per hour

#### Disclosure

As this post requires a Disclosure check, please refer to the Recruitment of Ex-offenders statement on the Applicant Guidance page.

#### Hours

Relief

#### Location

No fixed place. Successful candidate will require to work across PSS Home and Communities portfolio.

## **Conditions of Service**

Offers of employment are made subject to the following conditions:

a) Completion of medical questionnaire

b) Receipt of two satisfactory references, including one reference from a current or most recent employer.

c) Authorisation to work in the UK. Under the Immigration, Asylum & Nationality Act 2006 successful candidates will be required to produce documentation which demonstrates their authorisation to work in the UK. Documents may include; Passport; full birth certificate; UK work permit; Home Office letter.

d) An Enhanced Disclosure. Please note that having a criminal record does not automatically disbar you from working with PSS.

## **KEY RESPONSIBILITIES**

### **Service Delivery**

#### **Assisting people with their needs**

Providing support that is tailored to individual needs including:

- Provision of personal care
- Supporting individuals with their diet and nutrition
- Administering medication when necessary

#### **Get to know the person**

Knowing the individual's likes and dislikes and what is important to them. Completing a person-centred plan with the person, with the support of your line manager. The plan will include:

- The person's life story
- How they like to spend their day
- How to support their contact with family and friends
- How to support their social life and access to community resources
- How to support them by implementing positive behaviour support tools

#### **Being accountable for your own practice**

Understanding and demonstrating awareness that your practice has an impact on the people you support:

- Being compassionate, considerate and kind
- Being respectful of an individual's right to privacy, dignity and security and respecting their feelings
- Promoting people's rights, choices and wishes
- Communicating effectively with individuals making sure that you actively listen and respond to them
- Working with people at their pace and providing clear explanations about what you are doing
- Communicating effectively with individuals, their relatives, colleagues and health and social care professionals

#### **Empowering people using the service**

Knowing what individuals can do and using your skills to support them to do it:

- Encouraging individuals to be active both physically and socially
- Supporting people to maintain their health and wellbeing
- Supporting individuals to succeed in the things they would like to do
- Doing things *with* people - not for them or to them - and promoting their independence
- Helping individuals to understand their environment
- Supporting individuals to manage and maintain their tenancy (when applicable)

- Supporting people to undertake household tasks
- Supporting individuals to manage their finances in line with their person-centred plan

### **Complying with legislation and organisational policy**

- Keeping accurate electronic records of your time spent with individuals capturing the information that counts
- Maintaining written records and complete documentation in compliance with appropriate policies and legislation
- Ensuring that policies and procedures set by PSS are maintained
- Assisting individuals to maintain the safety and security of their home

### **ADDITIONAL DUTIES**

1. So you know where we're going and how we're going to get there you'll actively participate in developing organisational, team and individual objectives and plans. We also want you to become the best person you can be so you'll attend staff development sessions including training and also engage with our performance management and learning and development reviews.

2. We'll need you to be flexible in the performance of the above, but also to understand that our big aspirations and plans may mean we ask you to help out in other areas from time to time.

3. All of our jobs are subject to change from time to time and this job description will be reviewed regularly, something which we'll ask you to give us your input to.

4. As a PSS employee we'll need you to implement and follow PSS policies and procedures and to undergo any training associated with them. This makes sure everyone is on the same page and safe in their work.

### **JOB DESCRIPTION**

This job description is a guide to the work you will be required to undertake and represents a range of responsibilities commensurate with the grade for the post. It does not form part of your contract of employment.

## Relief Support Worker: Community Support

Requirement	Essential	Assess from:
	E= Essential D = Desirable	A = application I = interview R = references E = exercise/practical
<b>Attitude</b>		
Can-do and flexible approach	E	A I
Committed to treating people with kindness and consideration	E	A I
Able to demonstrate the PSS values	E	A I
Committed team player	E	A I
<b>Experience</b>		
Experience of working with people with mental health needs/learning disabilities or dual diagnosis	D	A I
Experience of providing support	D	A I
Experience of responding to changing demands at work	E	A I
Experience of working with people	E	A I
<b>Skills</b>		
Good communication skills written and verbal	E	A I
Good numeracy skills	E	A I
Good digital and basic IT skills	E	A I E
The ability to treat people with dignity	E	A I
Good interpersonal skills	E	A I
Good listening and observation skills	E	A I
Team work and problem solving	E	A I
Ability to plan own learning and development	E	A I
Ability to manage own health and wellbeing	E	A I
Demonstrates an understanding of safeguarding children and vulnerable adults.	E	A I
<b>Qualifications</b>		
Relevant professional qualification in Social Care or Health including Level 2 Diploma Health and Social Care/NVQ level 2, or be willing to work towards continual professional development	D	A I