

SUPPORT CARE WORKER

Job Description and Person Specification



HARMONI

people + potential

The post holder will be expected to operate in line with our workplace values which are:

Workplace Values

- ❖ Dignity and Respect
- ❖ Learning and Reflection
- ❖ Working Together
- ❖ Commitment to Quality Care and Support

Hourly Rate: depending on qualifications

Main Duties and Responsibilities

- To promote independent living skills and assist with all aspects of personal care including, washing, personal hygiene, dressing, assisting with meals, personal finances and the administration of medication, whilst ensuring dignity and respect are maintained at all times for people who use our care and support service.
- To show commitment to the mental and physical wellbeing of people who use our care and support service by helping them participate in activities or hobbies of interest to them. This will ensure positive outcomes for the individual.
- To work together in a supportive partnership with families and significant others to ensure that the people who use our care and support service have their needs identified and met.
- To work together to continuously improve our care and support services by participating in training and development programs.

Dignity and Respect

- You spend time listening to people to get to know them and their needs
- You respect people's right to make their own choices and decisions about how they want to be supported
- You communicate with people in a clear, open and straight-forward way, using appropriate language
- You allow people to maintain their dignity and feel comfortable, particularly when receiving personal care
- You protect and respect people's confidential personal information
- You check with people about how they want to be addressed and use humour appropriately
- You respect people's homes, family relationships and facilities
- You respect the position of trust you have with the people who need care and support
- You deal sensitively and appropriately with behaviour that challenges

Learning and Reflection

- You accept and think about any feedback you are given about your work and learn from the feedback.
- You are honest and transparent and are not afraid to admit when you have made a mistake
- You know your own limits and can identify when you need help and support and are feeling stressed by your work
- You commit to personal learning and developing
- You seek, reflect on and learn from feedback

Working Together

- You empower, encourage and enable people who need care and support to do things for themselves and to make their own decisions
- You offer people a range of realistic options and choices about the support available to them
- You are committed to working as part of a team and support others in the team
- You communicate effectively with others, using detailed and appropriate communication, including handover tools
- You understand and respect that other people have different priorities and needs
- You adapt your approach according to the individual, situation and context

Commitment to Quality Care and Support

- You give people your full attention and help people when they need it most
- You are warm, kind, reliable, empathetic and compassionate towards the people you support
- You are flexible and react calmly to whatever goes on in the day making changes as necessary
- You have clear boundaries with the people who need care and support and follow procedures and guidelines in your work
- You take personal responsibility for the provision of excellent, safe, high-quality care and support to others
- You have the courage to speak up and challenge the quality of care being provided

Person Specification

Education/Qualifications:

- GCSE English and Maths at grade C (or equivalent)
- Level 2 Qualification in Health and Social Care or equivalent
- (Level 3 will receive an enhanced hourly rate)
- ****If you do not possess any of the above, a commitment to undertake relevant training***

Skills/Experience:

- Six months experience caring for a vulnerable person
- *(This can be paid, voluntary or your own personal life experience)*
- Organised and methodical to keep records and follow procedures
- Good communication skills with a positive attitude
- Caring, sensitive and patient
- Reliable, punctual, and flexible

Values:

Ability to demonstrate understanding and apply our workplace values. These are embedded in all roles and applicants must evidence their values as part of the application process.

- Dignity and respect
- Learning and reflection
- Working Together
- Commitment to quality care and support

NOTE THIS POSITION IS SUBJECT TO AN ENHANCED WITH BARRED LIST ACCESS NI CHECK. COPIES OF THE RELEVANT POLICY ON THE RECRUITMENT OF EX-OFFENDERS, HANDLING AND STORAGE OF DISCLOSURE INFORMATION AS WELL AS THE ACCESS NI CODE OF PRACTICE ARE AVAILABLE ON REQUEST. PLEASE NOTE THAT HAVING A CRIMINAL RECORD WILL NOT NECESSARILY BE A BAR TO OBTAINING A POSITION WITH HARMONI.

HARMONI

Application Form

(Please complete legibly and in black)

Reference Number: LD SCW 0225	Title of Post: Support Care Worker	Location of Post: Stricklands Care Village
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PERSONAL DETAILS

Surname:	Title:
First Names (in full):	Previous Surnames:
Address:	Telephone No (including std code): Mobile Telephone No: E-mail Address:

DRIVING LICENCE

Do you hold a full valid Driving Licence which allows you to drive in the UK?
Yes ☐ No ☐

ELIGIBILITY TO WORK IN THE UK

Do you have the right to remain and work in the UK? Yes ☐ No ☐
If yes, please give details.

PERSONAL DECLARATION / DATA PROTECTION

I declare that to the best of my knowledge the information given is honest and accurate. I understand that any wilful misstatement or omission renders me liable to disqualification or, if appointed, to dismissal. I understand that the appointment is subject to receipt of satisfactory references, pre-employment health assessment, the verification of qualifications required for the post (as per the person specification) and an enhanced criminal records disclosure check. I consent to HARMONI contacting each organisation where I have worked with vulnerable individuals and also to all previous employers in order to obtain references. The information on this form will be collected, stored and processed in accordance with the provisions of the General Data Protection Regulations (GDPR) for the sole purpose of making recruitment decisions and, if appointed, enacting terms and conditions of employment and complying with our legal obligations. If your application for employment is successful, personal data gathered during the recruitment process will be transferred to your personnel file (electronic and paper based) and retained during your employment. The fair uses of your data by the organisation will be detailed to you in a privacy notice. We will otherwise retain your data for a maximum of 1 year then delete it accordingly. You may send us a request to let you access your data that we have collected, request us to delete your data (where it does not prevent us from fulfilling our obligations), correct any inaccuracies or restrict our processing of your data. Signature: _____ Date: _____
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Please note that our selection panel will only have access to pages 6 to 10 when making selection decisions.

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EDUCATION & TRAINING

Please list any qualifications you hold (e.g., GCSEs, O Levels, First Aid Certificate, NVQs etc.):

NISCC Registration Number:

Date of Registration:

EMPLOYMENT HISTORY**PRESENT POST (If unemployed – most recent post)**

Name of Organisation:	Date appointed:	Salary:
Address:	Leaving Date (if applicable):	
	Your Job Title	
	Job Title of Person you Report(ed) to:	
Post Code:	Department / Work Location:	
Telephone Number:	Period of Notice Required:	
Please give reason for leaving:		
Main Duties:		

PREVIOUS EXPERIENCE

Please give details of all **previous posts held** (i.e. prior to the organisation you detailed on page 4). Begin with recent employers and work backwards. If you have held more than one position with an employer please give details of each position.
(Attach additional pages in the same format, if required – CVs *will not* be accepted).

If it was a post in which you worked with a vulnerable individual, please tick the last column.

Organisation's name and full address	Job Title and Grade	Duties (briefly)	From	To	Reason for Leaving	Tick if applicable
			DD/MM/YY	DD/MM/YY		

GAPS IN EMPLOYMENT

If there are any gaps in your employment please explain below;

DEMONSTRATING YOUR ESSENTIAL EXPERIENCE AND QUALITIES

HARMONI may decide to interview only those applicants who appear to them, from the information available, to be the most suitable in terms of relevant experience and ability. It is therefore essential that you fully describe how you meet the particular experience and qualities sought, giving examples and specifying exact dates as appropriate.

Please read all sections of the Person Specification. This part of the application asks you to describe your experience, skills and personal qualities which are applicable to the post. In completing your application, you are advised to make clear reference as to how you meet the essential and desirable/preferred criteria for the relevant role. It is not appropriate to simply list the various posts that you have held. HARMONI will not make assumptions from the title of the post as to the skills and experience you have gained.

Please state clearly below how you meet each of the Essential and Desirable Criteria (you may continue on a separate page if necessary)

HOLIDAY ARRANGEMENTS

Please indicate planned holiday arrangements or other dates when you are unavailable for interview.

HARMONI is under no obligation to take account of holiday arrangements but will endeavour to do so.

REGULATED ACTIVITY

Please indicate below if you have been dismissed from employment or if there is any reason that you could not work in regulated activity or with vulnerable groups (definitions can be found here: <https://www.nidirect.gov.uk/articles/regulated-activity-vulnerable-groups>)

ADVERTISING

Please indicate how you became aware of this vacancy:

Newspaper Name of Newspaper: ☐	Personal Recommendation Name of Person: ☐
Website Name of Website: ☐	Other Please specify how you heard about this vacancy: ☐

REFEREES

Please name 2 referees from the 2 most recent organisations you have worked for. They must have knowledge of your present and/or most recent work **and** be in a supervisory/managerial capacity. They must not be a relative. If you are currently employed, one referee must be from your current organisation.

Please note, in addition to the referees you state below, HARMONI may request references from previous employers.

Name:	Name:
Job Title:	Job Title:
Organisation Address:	Organisation Address:
Post Code:	Post Code:
Telephone Number:	Telephone Number:
Email:	Email:
Can this referee be contacted at this stage? YES / NO	Can this referee be contacted at this stage? YES / NO

NOTE TO APPLICANTS:

- Application forms must be completed in full.
- CV's will not be accepted.
- Application forms received after the deadline date and time will not be accepted.
- HARMONI does not accept faxed application forms.
- Please return the Fair Employment Form with your application in a separate envelope if sending by post

Completed application forms should be returned by the closing date to:

Human Resources Department
HARMONI
Head Office
39 Downshire Road
Bangor
BT20 3RD

or by email to heather.hanson@harmoni.org.uk