

### Support Worker

**Location:** London

**Terms:** Permanent

**Salary:** Competitive, plus generous sleep-in payments

Are you a warm and caring person that enjoys working with others? Do you like to have fun and to be busy? Are you motivated to see others achieve? Then come and be a Yarrow Support Worker.

Yarrow is passionate about supporting people with learning disabilities to grow and flourish. We support people across West London to have active and creative lives at home and in the community. We are looking for people to join our organisation who share our passion.

You will support people with all aspects of their daily life. You will work in a small team and sometimes on your own. The work can be challenging but it is very rewarding. As one of our current Support Workers said:

“I don’t think there is any other job where people wait at the door for you when you get back from annual leave – it’s so rewarding”.

You don’t need experience in health and social care, as we are looking for people who are motivated, have the right values and are open to learning. We will provide you with great training and you will definitely develop a wide range of new skills.

## Yarrow Support Worker

### ABOUT THE JOB

As a Yarrow Support Worker, you will support people with learning disabilities in their homes and the local community. Yarrow's key purpose is to enable the people we support to grow and flourish and to have the same rights and opportunities as non-disabled people.

Being a support worker is a very special job because it involves working with vulnerable adults; therefore we are looking for people with the right values and characteristics. These characteristics are outlined in the Person Specification and the Job Description. These give more detail about the kind of people we are looking for and the skills you will need.

At Yarrow we want the people we support to do as much for themselves as possible and to learn new skills so that they can remain independent. Some people need support with all aspects of their intimate care such as toileting, bathing and dressing. To become a support worker within Yarrow you must be able to support people with these needs in a dignified and respectful way.

At Yarrow we support people 24 hours a day, 7 days a week, 365 days a year. Support Workers work shifts which cover all hours of the day and night, including weekends and bank holidays. Full time Support Workers generally work about 38 hours a week. Shifts vary in length, generally they last for 8 hours and can take place in the morning, afternoon, evening and through the night. Every service has a rota and Support Workers are booked onto the rota for a month. Therefore people know in advance where they will be working.

*Below is a description of a typical shift:*

Time	Activity
07.00	Arrive on shift
07.15	Read Handover Notes
07.30	Support service user to wake up
07.45	Support service user to shower and dress
08.45	Support service user to prepare and eat breakfast

Time	Activity
09.30	Support service user to travel to college using the bus
10.00	Support service user to attend dance class at college
12.00	Go shopping with service user to buy food for lunch
12.30	Return to the service users home
13.00	Support service user to make lunch
13.30	Support service user to take their medication
14.00	Complete petty cash book and account for money spent in the shop
14.30	Write up handover notes for colleagues and update service user records if needed
14.45	Handover with colleague
15.00	Finish shift

For the first six months of employment you will be on probation. During this time we will provide you with an intensive training course in order to equip you with the skills and knowledge you need to do your job well. During the probationary period you will meet with your manager regularly to talk about your work and assess how well you are doing. At the end of the six months, if you have met all our standards, you will be confirmed in post as a Yarrow Support Worker.

Once you have completed your initial training you may be asked to be a keyworker. This involves being responsible for working closely with someone we support in order to find out how they like to be supported; their likes and dislikes; and the goals they want to achieve in their life. You will work with them to develop a Person Centred Plan and a Support Plan and you will liaise with all the people who are in that person's network of support.

If you want to progress your career in Yarrow after becoming competent as a Support Worker you can apply to be a Deputy Manager and then a Manager. Yarrow is a great place to build a career in Health and Social Care.

## Yarrow Support Worker

### PERSON SPECIFICATION:

<b>1</b>	<b>KEY CHARACTERISTICS</b>
1.1	You are warm, caring and kind
1.2	You enjoy working with people and value their diversity
1.3	You like to have fun and people enjoy being in your company
1.4	You enjoy working in teams and are happy to support colleagues and share tasks
1.5	You are open to learning new skills and challenging yourself
1.6	You are passionate about supporting people with learning disabilities to achieve their ambitions
1.7	You are punctual and don't let people down
<b>2</b>	<b>EXPERIENCE</b>
2.1	You may have some experience of caring for someone but it is more important to us that you have the right values and passion.
<b>3</b>	<b>SKILLS</b>
3.1	You are able to solve problems and make decisions on your own
3.2	With the right training you are confident to work alone
3.3	You can complete simple forms, write short reports and do simple calculations
3.4	You are good at communicating with different people
3.5	You are good at planning your workload
3.6	You can use a computer to write short reports and complete forms

### 4 ABILITIES AND WILLINGNESS

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|------------|---|
| <b>4.1</b> | You are willing to support people with all aspects of their intimate personal care. This includes supporting someone to bathe, brush their teeth, dress, go to the toilet, take their medication and to eat |
| <b>4.2</b> | Following training you are willing to use hoists and wheelchairs to support people with their mobility  |
| <b>4.3</b> | Following training you are willing to support people with behaviours that are challenging   |
| <b>4.4</b> | You will be willing to undertake at least two sleepover shifts per month. This means that you will sleep in someone's house overnight.  |
| <b>4.5</b> | You are willing to go on holiday with the people we support. This can mean travel in the UK or abroad.  |
| <b>4.6</b> | You are willing to accompany the people we support to activities of their choice including places of worship, pubs and sport venues   |

## Yarrow Support Worker

### JOB DESCRIPTION

<b>1 CARE AND SUPPORT</b>	
<b>1.1</b>	You will support people with all aspects of their personal care. This could involve supporting someone to bathe, brush their teeth, to dress, to go to the toilet, to take their medication and to eat. At Yarrow, we undertake all these tasks with great respect for the person we are supporting.
<b>1.2</b>	Everyone we support has a Support Plan. This plan outlines how the person wants to be supported. You will need to follow the instructions in this plan so that you deliver support in a person centred way.
<b>1.3</b>	As well as a Support Plan, the service user will have other plans such as: Health Action Plans and Positive Behaviour Plans. These plans are very important because they outline procedures that you need to follow when delivering support.
<b>1.4</b>	Teaching people new skills in their home and in the community for example: cooking, shopping, doing laundry, cleaning, travelling. At Yarrow we use a training method called 'Active Support'. You will receive training on how to support people using Active Support.
<b>1.5</b>	Many of the people we support have limited communication. You will learn how to communicate with people and support them to develop their communication skills.
<b>1.6</b>	Some of the people we support have behaviours that challenge us and we support them with Positive Behaviour Support. It is very important that you understand a person's Positive Behaviour Support Plan and that you implement this in your work.
<b>1.6</b>	You will be a person's key worker. That means you will support them to organise their life and develop their person centred plan and other plans such as holiday plans.
<b>1.7</b>	You will administer medication according to Yarrow's policies and instructions provided by health professionals.
<b>2 ADMINISTRATION</b>	
<b>2.1</b>	When working in people's homes you will need to complete daily documentation including: logs, monitoring forms, incident forms, medication charts etc.

**2.2** Some of the people we support have complex needs and therefore a greater amount of recording is required. If this is the case, you will need to complete more detailed records.

**2.3** As a key worker you will be responsible for keeping and updating records on behalf of a service user. This may include their support plan, person centred plan, active support plan, health action plan etc.

**2.4** As a keyworker you will be responsible for keeping in touch with a wide range of people including: families, health professionals and other key people.

**2.5** You will handle money as part of your role and you will be expected to keep records and receipts to account for the money you have handled

### **3 KEEPING PEOPLE AND YOURSELF SAFE**

**3.1** To keep people safe we write Risk Assessments. These outline how we support people safely. You must always follow the instructions outlined in risk assessments

**3.3** You must be familiar with Yarrow's Health and Safety Policy and your role in implementing it. You must be vigilant and report any health and safety concerns to your manager

**3.4** You will be trained in how to identify the signs of abuse in vulnerable adults. You must always report your concerns if you feel that a service user is being abused or intimidated.

**3.5** You must never do anything that puts you, the people we support or other colleagues at risk.

## Yarrow Support Worker

### HOW TO APPLY FOR THE POST

To apply to be a Yarrow Support Worker you will need to download an application form from the Yarrow website, complete it and send it back to Yarrow at [recruit@yarrow.org.uk](mailto:recruit@yarrow.org.uk)

In the section titled: **Why am I applying for this job** tell us why you are applying for the job and why you think you will be able to do a good job. As part of this give examples to show how you meet at least **three** of the points in the person specification, for example:

“1.5: In my last job I was asked to take on the role of health and safety rep. I read through all the files and learnt how to complete all the monitoring. My manager praised me for improving safety in the service.”

You do not need to write more than half a page for this entire section but you can write more if you want to.