my options

activity, wellbeing and care



My Options Staff Solutions - Casual Enablement Worker

Hourly Rate: £12.45 (£13.94 inc holiday pay)

"Be aspirational and think beyond the obvious to enable people to reach their full potential"

Are you passionate about breaking down barriers to support people to live a more independent and fulfilling life?

We are currently looking to expand our bank of Casual Enablement Workers. Whether you are looking for a rewarding role enabling vulnerable people, a flexible working pattern to fit around you, or an opportunity to gain skills and experience in the health and social care sector, becoming a Casual Enablement Worker could be the perfect position for you.

You will be able to demonstrate being proactive in your approach to care and a willingness to adapt and change as we develop with to new innovations and challenges within the care sector.

Whilst previous experience and drivers are preferred, this is not essential. However, available hours may be reduced if you are unable to meet the transport requirements of some of our services.

What you will receive from us

- Flexible Hours – To suit your needs, opportunities for full or part time, days, evenings, weekends
- Generous rates of pay
- Expert training, that you will be paid to do and opportunities to develop your skills
- Excellent support and ongoing supervision
- The opportunity to progress within our team
- Free DBS
- Refer A Friend Scheme - £150 for every friend you successfully refer to us
- The opportunity to join a team that is fully committed to support people to live a more independent and fulfilling life.
- A truly rewarding career

About us

My Options - Activity Wellbeing and Care Services is part of Telford & Wrekin Council and provides a wide range of person-centred support to over 350 people to vulnerable people of all ages and abilities.

We currently provide a wide range of services including; Access to Activities for Young People, Community Activity and Wellbeing, services, Residential options, Community support for those people living in their own or shared accommodation. Our services also include a very successful Shared Lives Scheme and The Skills and Enterprise hub, where people can develop their skills and confidence as part of their stepping stone to work.

If you want to join us at this exciting time then please complete the attached online application form as CVs will not be accepted. We are committed to equality and diversity.

Please note employees who are at risk will be considered first for this position. Only if an appointment is not made will other candidates be considered.

If you would like to discuss this opportunity further please contact: My Options, Activity Wellbeing and Care services on 01952 381317 or email myoptions@telford.gov.uk

To find out more about the My Options services please take a look at our website: www.myoptionstelford.co.uk

Job Description

Job Title - Casual Enablement Worker

Service Area – My Options

Grade - Scale 2 (£12.45 p/h

Job Purpose

- Working as part of a bank of casual staff the Casual Enablement worker plays a key role in the delivery of personalised care and enablement services to vulnerable adults and young people with a wide range of care and support needs. Services are delivered in a variety of community, building based and residential settings.
- The Casual Enablement Worker will be required to actively support people using the service to achieve planned personal objectives which look to maximise independence, promoting health, wellbeing and community involvement.
- The service forms part of Telford & Wrekin Council's My Options Activity Wellbeing and Care Services some of which are delivered over a 24/7 working pattern and are regulated by the Care Quality Commission, therefore require a high level of accountability

Major Tasks

- To provide the My Options Services with a flexible staff resource to ensure the delivery of high quality, cost effective care and enablement services, supporting people to improve independence, health and wellbeing, maintaining a customer focus at all times.
- To be responsive to an individual's needs as detailed within the framework of their personal care and enablement plan, working flexibly to respond to any changing needs.
- To ensure the wellbeing of those people using the My Options Service by providing agreed support with all aspects of personal care, health and wellbeing support, domestic and household tasks, skills for learning and work as detailed in the customers personal plan.
- To actively support customers both one to one and in groups to achieve agreed objectives, gain new skills and encourage new experiences, promoting confidence and community engagement.
- To contribute to the review of care and enablement plans and risk assessments in conjunction with the person using the service and other staff.
- To deliver good quality, safe working practices and proactively contribute to the internal and external quality assurance process of the service in accordance with standards and regulations e.g. Care Quality Commission (CQC)
- To liaise with Enablement Workers /Senior Enablement workers at the beginning and end of each shift to relay any changes, and receive information regarding customers or service delivery.
- To report back to My Options staff any concerns, changes or progress in the customers circumstances and record these changes appropriately.

- To communicate effectively using verbal and non-verbal skills, and record information to required standards.
- Attend and contribute to team / casual staff meetings as required.
- Have a flexible approach to work commitments in order to meet the changing needs of the service.
- Undertake any other duties commensurate with the grade and status of post.

Contacts & Relationships

- Create and maintain professional relationships with people using the service and family carers
- Work alongside My Options staff, social care and health professionals and internal/external providers, community groups and community organisations.
- Service Leader / Assistant Service Leader/ Senior Enablement Worker for advice, guidance and assignment of duties.
- Actively support other My Options Staff

Creativity

- The post holder will work within a planned framework contributing to customers support and enablement plans and reviews.
- The post holder will offer flexible creative support to customers which will enable them to achieve agreed objectives as detailed in their support and enablement plan.
- Support individuals to assess and monitor progress against agreed outcomes, help identify when these have been achieved and explore opportunities to 'move on' to new objectives where appropriate.
- Promote enablement through technology by working with colleagues to increase knowledge and access to assistive technology.
- Actively promote Health, Wellbeing and Community engagement as detailed in an individual's plan this may involve working with internal and external colleagues and community groups to increase knowledge and participation.
- Actively contribute to the promotion and marketing of the My Options services.

Decisions

- To make routine decisions in conjunction with people using the service in line with their individual support and enablement plans and service requirements.
- To make routine decisions on a day to day basis in line with pre-determined procedures and guidance that have been agreed by senior staff.
- To contribute ideas to the Senior Enablement Worker/Service Leader/Group Manager where appropriate to improve services.

- To seek guidance from Senior Enablement Worker or Assistant /Service Leader where situations are not clear cut or would increase risks to customers or staff.

- Be able to work alone where required and seek support and guidance in accordance with team procedures and guidance

Management & Supervision

- The post holder will have no line management responsibility.

Supervision Received

- The post holder will receive regular support and supervision in line with the Councils framework.

- Where appropriate attend team/ casual staff meetings to receive key messages about customers, quality assurance and best practice, The My Options Services and The wider Council.

- The post holder's duties will be carried out under the direction of Senior staff and the Service Leader.

- The post holder's practice will also be informed by Care standards. CQC, policy and procedures, Health and Social Care Professionals.

Complexity

- Contributes to the delivery of best quality, performance and compliance in all areas of the registered/non registered services.

- Provide excellent care and support to vulnerable people including those with complex needs and/or behaviours that may challenge.

- Actively contribute to support plans, re-assessments/reviews and future planning discussions for people using the service.

- To assist customers with medication at the agreed level of support as detailed in individuals medication plan. Ensuring that all medication is administered and recorded as prescribed in line with medication policy, seeking appropriate advice and guidance as needed.

- Establish and maintain effective working relationships with all staff within the My Options Services, related professionals, support services and community organisations

- Develop an understanding and awareness of issues related to equal opportunities, anti-discriminatory practice respect and dignity, demonstrate this within work practice.

- Work flexibly across the My Options Services as directed, ensuring resources are used both efficiently and effectively to provide best quality and efficiency.

- Engage in agreed workforce development and training opportunities.

- Where required contribute to all quality monitoring inspection including those undertaken by regulating bodies such as the Care Quality Commission.

- To ensure awareness of current information relating to customers, health and safety information and other information relating to the service, this will include making written records of work carried out and observations made.

Resources

- Whilst supporting people using the service the Casual Enablement Worker may be required to use a number of resources for example Care and Support equipment , i.e. hoists, communication aids, cleaning products, arts craft materials, machinery as detailed in and individuals care and enablement plan and risk assessments.

- Take responsibility for the safe handling and appropriate use of all equipment and resources belonging to both the individual customer and the My Options services such as personal care equipment and resources, tools, vehicles, ICT equipment.

- To maximise the use of community networks, resources and facilities.

- To exercise confidentiality, responsible for the appropriate recording and processing of personal and sensitive information relating to people using the service, in line with T &W data protection policy.

- Responsible for ensuring the safe keeping of customers personal possessions including; medication, equipment, money and documents, as identified in individuals care and enablement plan.

- Support individuals with their finances where necessary and in line with policy guidelines.

Impact

- To have responsibility of safeguarding and promoting the welfare of vulnerable adults and young people using the service.

- To provide practical assistance and emotional support to people using the service as detailed within their care and enablement plan, to encourage positive behaviour and wellbeing.

- To ensure the delivery of high quality, care and enablement support, to actively promote the My Options Services, demonstrating a positive and professional personal profile at all times to ensure excellent reputation of the service.

- To comply with safe systems of work in accordance with best care and regulatory standards, Health and Safety, Safeguarding, administration of medication and other Policies and Procedures as identified as being relevant to the Casual Enablement Worker role.

Physical Demands

- The role may involve standing and or walking for large percentage of the shift, this can be undertaken in a wide range of indoor and outdoor environments.

- The post holder will provide moving and handling support including when required physical intervention as detailed in customer's care and enablement plan.

- Assisting customers using the service who have mobility needs and use equipment such as walking frames and pushing wheel chairs.

- Supporting and facilitating engagement of wide range of independent living and community well-being, leisure and work based activities such as, cooking, personal care, domestic tasks, gardening, arts, craft, walking , cycling, swimming, hydrotherapy horse riding, sailing

- The Casual Enablement Worker may be required to drive the services and or customers vehicles

- Working across the My Options services as required which may involve working as part of a 24/7 shift pattern.

Working Environment

- The Casual Enablement worker will support customers using the service in a number of environments, this may include lone working either in a customer's home or in wider outdoor /indoor community environments.

- Provide support with all aspects of personal care to people using the service as detailed in their personal plan, this may include bathing, dressing etc

- The post holder will be required to handle prescribed Medication, accurately recording information in line with a customer's individual care and support plan and medication policies and procedures.

- Some of the customers using the service may present with verbal and physical behaviours that may challenge.

- The Casual Senior Enablement worker will be required to undertake some office duties, involving use of ICT equipment in order to complete records, keep up to date in relation to the My Options services, the wider council and undertake 'e ' Learning.

Emotional Context

- The role involves both short and long term delivery of care and enablement support to vulnerable people, at times decisions made as part of the individuals agreed care and support plan may impact on the customer's physical and emotional wellbeing and therefore place strain on post holder.

- The nature of the Casual Enablement worker role may at times involve contact with upsetting or distressing information in relation to the people using the service.

Other

- The post holder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.

- Ability to meet the travel requirements of the post and work at various locations across the borough. Therefore a valid driving licence is preferable

- Willingness to work flexibly across the My Options Services as and when required.

- Where a 7 day a week service is provided the post holder will work within a shift pattern – covering Bank Holidays/ evening and weekends and nights where necessary.

- The post holder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.

- The post holder will be expected to maintain an awareness and observation of Fire and Health and Safety Regulations.

Person Specification

Criteria	Standard
Qualifications	• Possession of a level 2 NVQ or QCF relevant Care and Support qualification or willingness/ability to complete The Care Certificate. • Good standard of literacy and numeracy.
Experience	• Experience of providing person centred care and support to vulnerable people of all ages and abilities. In a variety of settings in accordance with defined support plans • Demonstrate aptitude and awareness to support to people with wide range of care and support needs including, those with learning disabilities, complex care needs and/or behaviour that may challenge. • Experience of working within regulated care and support services.
Knowledge	• Health and Safety and Risk Awareness • Understanding of the needs of vulnerable people • Understanding of personalised Care/Support planning and Person centred care • Understanding the importance of quality standards. CQC/Care standards. • Principles of Safeguarding (protection of vulnerable adults and children) • Understanding of moving and handling and risk assessment. • Understanding the role and requirements of regulating bodies such as Care Quality Commission (CQC)
Skills	• Ability to work with people using services individually or in small groups to achieve personal objectives which look to maximise independence, wellbeing choice and community involvement. • Ability to deliver practical aspects of safe services, including the delivery of individual or group enablement /support. • Ability to work safely and competently both individually and as part of a team. • Ability to support customers with all elements with their physical health needs, this may include pushing wheelchairs, using hoists, and where appropriate the use of MAPA techniques • Ability to develop an understanding of professional conduct and a commitment to work within the guidelines of appropriate regulatory body. E.g. CQC • Ability to work to instructions, objectives and plans • Ability to cope in a crisis • Demonstrate Good ICT skills • Demonstrate written and verbal communication skills sufficient to contribute to record keeping systems an processes • Ability to maximise efficient and effective use of resources. • Ability to drive customer's mobility cars, establishment or other vehicles –only if required for the post and discussed with your manager. • Although you are required to work within a specific rota (dependant on service area), you are required to have a flexible approach to work commitments in order to meet the changing needs of the service
Personal style & behaviours	• As a council employee you will be supported and expected to demonstrate the Council's Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages. • Demonstrate excellent value base and commitment to enabling vulnerable people to maximise independence and choice. • Ability to prioritise workload mange and resolve conflict, seeking appropriate support when needed. • Excellent interpersonal skills and treats people with dignity and

	• Respect. • Promotes diversity and equality of opportunity for customers and staff. • Ability to work in a confidential manner. • Demonstrates a knowledge and commitment to Safeguarding. • Be accountable for and committed to high standards of work and best practice. • Demonstrate a commitment to personal development and willingness to attend training and development events. • Commitment to the Values and ethos of the Cooperative Council. • This post has a requirement of an enhanced DBS check
Fluency Duty	• This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role. • The ability to communicate clearly with those people using the service, to adapt communication to ensure it is meaningful to the person receiving the service, to their family carers and wider colleagues and agencies is essential for the post.
Political Restrictions**	• This post is not subject to political restrictions.

We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This Person Specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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Type of criminal records checks required for this post	Ticked as required
None	
Basic Disclosure	
Standard Disclosure	
Enhanced Disclosure	X
Working with Adults - Regulated Activity	X
Working with Children - Regulated Activity	X

Information on types of criminal records checks is available at:
https://www.gov.uk/disclosure-barring-service-check