my options

activity, wellbeing and care



My Options Staff Solutions

Casual Enablement Worker- Positive Behaviour Support (PBS)

Hourly Rate: £12.85 (£14.39 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?

This is an exciting opportunity to join our well established and highly successful team. 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 – Positive Behaviour Support (PBS)

Service Area – My Options

Grade - Scale 3 (£12.85 p/h)

Job Purpose

- Working as part of a bank of casual staff you will provide support to the Positive Behaviour Support team which sits within our Community Support Service, you will provide personalised intensive behavioural support to customers with a wide range of support and enablement needs including those with behaviours which may challenge.
- The Enablement Worker (PBS) will look to support individuals to achieve personal objectives to maximise Independence, Choice, Wellbeing and Community Involvement. This will be done in a variety of locations including the customers' home.
- The service forms part of Telford & Wrekin Council's My Options Activity Wellbeing and Care Services which is delivered over a 24/7 working pattern.
- This is a regulated service and available for regular inspection by the Care Quality Commission, therefore requires a high level of accountability

Major Tasks

- Maintaining a customer focus ethos at all time you will ensure the delivery of high quality, support and enablement services. Supporting people to improve independence, health, and wellbeing ensuring individuals receive the support they need to live healthy, safe and fulfilling lives.
- To be responsive to an individual's needs as detailed within the framework of both their personal enablement and positive behaviour support plan managing and minimising challenging behaviour whilst 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, 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, including skills for learning and work. Promoting confidence, positive behaviour and community engagement.

- 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 Senior Enablement workers/Assistant Service Leader/ Service Leader at the beginning and end of each shift to relay any changes, and receive information regarding customers or service delivery.
- To report back to the Service Leader/Assistant Service Leader/ Senior Enablement Worker any concerns, changes or progress in the Customer's circumstance 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 meetings as required. 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 social care and health professionals, and internal/external providers, community groups and voluntary organisations.
- Service Leader / Assistant Service Leader/ Senior Enablement Worker for advice, guidance and assignment of duties
- Actively support other My Options staff and volunteers working with the service.

Creativity

- The post holder will work within a planned framework contributing to customer's enablement and positive behaviour support plan and reviews.
- Support the delivery of agreed proactive support strategies aimed at improving wellbeing and quality of life whilst reducing challenging behaviour and the use of restrictive interventions.
- To offer preventative approaches to support aimed at reducing the frequency and intensity of challenging behaviour as detailed in individual support plans.
- 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.

Decisions

- To make routine decisions in conjunction with people using the service in line with their individual support and enablement plans.
- To make routine decisions on a day to day basis in line with pre-determined procedures and guidance that has 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 Workers 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 direct line management responsibility.

Supervision Received

- The post holder will receive regular support and supervision and attend team meetings where appropriate
- 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 best practice care standards, policies and procedures, multi-disciplinary professionals

Complexity

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

- Develop an understanding and awareness of issues related to equal opportunities, anti-discriminatory practice respect and dignity, demonstrate this within work practice.
- Work flexibly within the services, 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 internal and external 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 wellbeing and support information and other information relating to the service, this will include making written records of work carried out and observations made.

Resources

- Take responsibility for the safe handling and appropriate use of all equipment and resources provided and those belonging to either the individual customer and/or the My Options services, such as personal care equipment and resources, tools, motor vehicles, ICT equipment an assistive technology.
- 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
- Be responsible for ensuring the safe keeping of customers personal possessions including; medication, equipment, money and documents, as identified in individual's enablement plan.
- Support individuals with their finances where necessary and in line with policy guidelines. E.g. banking, shopping.

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 enablement and positive behaviour support plan, to encourage positive behaviour and wellbeing.
- To ensure the delivery of high quality, support and enablement, 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 Health and Safety, Safeguarding, administration of medication and other Policies and Procedures as identified as being relevant to the Enablement Worker role

Physical Demands

- The role involves 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 interventions e.g. MAPA, in line with approved guidelines and as detailed as detailed in customers enablement and positive behaviour support plan.
- Assisting customers using the service who have mobility needs such as walking Frames and pushing wheel chairs in a wide range of indoor and outdoor environments.
- Supporting and facilitating engagement in a 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 Enablement worker may be required to drive the services and or customers vehicles
- Working 24 /7 shift pattern

Working Environment

- The Enablement worker - PBS will support customers using the service in a number of environments, this may include lone working both in a customer's home or in wider outdoor /indoor community environments
- Whilst supporting people using the service the 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.
- 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.
- Customers using the service may present with verbal and physical behaviours which may challenge. The post holder will be required to offer support in a proactive way to avoid risk and harm to the individual, staff member and wider community.

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 support and positive behaviour support plan may impact on the customers physical and emotional wellbeing and therefore place strain on post holder.
- The Enablement worker PBS may be required to work flexibly at short notice in order to respond quickly and safely, responding to emergencies and or unplanned situations outside of an individual's support plan.

- The nature of the 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 across various locations and sites within a shift.
- Willingness to work flexibly across the My Options Services as an when required
- The grade for this post reflects the fact that the post holder, subject to their availability, will be expected to work a rota as part of their normal working week which includes days, evening and weekends which means no additional enhancements are payable. Any overtime worked will be paid at plain time.
- 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 awareness and observation of Fire and Health & Safety Regulations

Person Specification

Criteria	Standard
Qualifications	• Possession of an NVQ or QCF 2 relevant Care and Support qualification or willingness/ ability to complete The Care Certificate. • A willingness to undertake specialist positive behavioural support training as required. • Good standard of literacy and numeracy.
Experience	• Experience of providing support to people who may need to access Care and Enablement services • Demonstrate aptitude and awareness to support vulnerable adults and young people including those with learning disabilities and /or autism who present behaviour that may challenge • Experience of positively managing behaviour which may challenge, de-escalation techniques and physical interventions such as MAPA • Must have aptitude and awareness of delivering person centred care and enablement in a variety of settings in accordance with defined support plans.
Knowledge	• Health and Safety and Risk Awareness • Understanding of the needs of vulnerable adults • Knowledge and understanding of behavioural management techniques and approaches and implementing positive behaviour management plans • Understanding of personalised Care/Support planning and Person centred care • Understanding the importance of quality standards • Safeguarding (protection of vulnerable adults and children) • Understanding of moving and handling and risk assessment. • Regulating bodies such as Care Quality Commission
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 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 and 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 • Ability to support customers with all elements with their physical health and care needs, this may include pushing wheelchairs, using hoists, and where appropriate the use of MAPA techniques

Personal style & behaviours	• As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council's intranet pages. • Demonstrates a commitment to delivering excellence in care and support services • 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	• 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. • 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. More information is available at: http://ecouncil/Fluency/Pages/default.aspx

……

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 and desirable 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.

……

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

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