



Sytdaiyl Adult and Children Services,

Nevin Day Centre

The Basement, Blakelands House

400a Aldridge Road, Great Barr

Birmingham B44 8BH

TEL: 0121-344-3806.

Dear Applicant,

Thank you for responding to our advertisement for a Care Assistant. Now you have taken the first step, please go that extra mile to complete and return your Application form. If you still aren't sure about whether this is the right job for you - please continue reading!

#### INTRODUCTION.

My name is Wendy Moxam and I am the sole proprietor of an established Adult Care Service in Birmingham since 1998. Our aim is to exclusively provide a high standard of service solely to Support Vulnerable Adults with learning disabilities within our community. We Deliver a Residential and a Day Care Facility in The Perry Barr area and recently launched the opening of a nursery facility for children. The Nursery facility is not only available to the local community but also available to employees at a discounted rate. (A brochure is available to job applicants, upon request)

Our Adult Care facilities have acted as a support mechanism for carers to pursue their own personal interests in life, knowing that their loved ones are being supported in an age appropriate, safe, secure, caring and friendly environment.

#### **Principles and values underpinning our Service**

As the Proprietor along with my staff team, we are committed to supporting vulnerable people so that they can continue their lives with dignity and independence and be participating members of their own communities. Because of this, in the first instance, we are committed to meeting the needs of those people for whom we provide care or support. Usually we see no conflict between meeting the needs of Service Users and those of workers. Where such conflict exists, the needs of Service Users must take precedence. The basic principles underlying our support to vulnerable people include.

#### **Personal Choice**

The care or support worker will support each individual Service User to exercise, to their fullest potential, personal choice in opportunities and lifestyle. The care or support worker will ensure that the person they provide care or support for is fully involved in decisions about the provision, extent and timing of any care or support, and also over the withdrawal of any Service. The duty of the care or support worker is, together with the Service User, to assess situations and needs and identify practical methods of providing services and support to meet those needs, together with the advantages and disadvantages of each method. Those alternatives will be explained to the Service User, including the risks and advantages, the Service User will then be supported to make their own choice, and that choice will be honored.



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## Consultation

Service Users will be consulted about daily living arrangements and enabled to participate in discussions about any proposed changes to those arrangements and be fully involved in and fully informed about the individual assessment of their care or support needs. Service Users have a right to be involved in a careful and thorough assessment of their needs and wishes, and to be included in the development of the outcome. Our commitment will be to find the best and most cost effective way of meeting the Service User's needs and aspirations. Service Users will be supported to make informed choices about their future, which should be incorporated into their personal Service User Care Plans.

**Privacy of Service Users** The care or support worker recognises the right of Service Users to be left alone, undisturbed and free from intrusion and public attention. The Service User also has a right to privacy with regard to both his/her personal affairs and belongings.

**Confidentiality of information** The Service User's rights to confidentiality must be safeguarded. The care or support worker will not disclose any personal information about Service Users to a third party unless this has been agreed with the Service User concerned. Agreement to disclose information should only be sought if this is for the benefit of the Service User, e.g. for the purpose of assisting in their care.

**Access to Information** Every Service User has a right to information about the objectives of their care and a detailed explanation of the service being offered, and a right to see all records relating to them.

**Discrimination** The care worker will not discriminate against Service Users on the grounds of race, nationality, language, gender, religion and beliefs, age, sexual orientation, or social standing. The care team will not discriminate between Service Users who pay directly for their Service and those who do not.

**Personal Dignity, Independence and Individuality** Irrespective of the severity of their physical difficulties or mental infirmity the Service User's dignity, independence and individuality will be respected and maintained. The care worker will recognise and respect, regardless of circumstances, the uniqueness of each Service User and their intrinsic value as an individual. Dignity in social care is maintained when each person is valued and treated with respect in all aspects of their daily life, irrespective of their circumstances or level of dependency, and when they have skilled, sensitive care such that enables them to achieve the highest possible quality of life.



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**Fulfillment of aspirations** Every Service User has the right to have their social, emotional, spiritual, cultural, political and sexual needs accepted and respected. Service Users will be enabled to achieve their potential capacity - physical, intellectual, emotional and social. Individuals will be given support and freedom to realise their personal aspirations and abilities in all respects of daily life.

**Review** The Service User will have a regular review of their individual circumstances at which they have a right to be present and fully involved.

### **Services Information**

The Service User will be fully informed about the range of Services provided by the Proprietor, Wendy Moxam. **Legal Rights** The Service User will be fully informed about their legal rights, including their rights under the Deprivation of Liberty Safeguards regulations of the Mental Capacity Act 2005.

### **Medication**

The Service User will be fully informed in the assessment of their medication needs and to make decisions about their medical treatment whenever possible. **Family and Friends** The Service User will be supported to maintain continued access to family, friends, facilities and the community.

### **Complaints**

The Service User will be supported to make informal complaints and have them dealt with, and have access to a formal and effective complaint procedure and be supported to be represented by a friend or adviser if they so wish.

### **Supporting independence of Service User**

The Service User will be supported to take risks to the extent of their own informed opinion. Service Users will have the opportunity to think, act and make decisions without reference to another person or unreasonable restriction. This will include the willingness to incur a degree of calculated risk.

The principles outlined above must be guided by prior commitments imposed by Health and Safety or Statutory Requirements.



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***Are you ready to join our commitment to supporting vulnerable Adults with dignity and respect, promote independence and encourage participation within the community?***

***Are you ready to engage in regular training that will enhance your knowledge base and enhance you continued professional development?***

***Are you committed to becoming an assertive working individual within our organisation and promoting the company's commitment to a high standard of care?***

If the answer to all 3 questions is yes, read on! You may be just the candidate that we are seeking to join our team.



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## **OUR INTERVIEW PROCESS**

Our recruitment process is undertaken in 2 stages as follows:

**Introductory informal interview** The first interview is purely relaxed and designed to enable the applicant and the Proprietor to discuss the service, the vacancy and expectations. Application forms will be verified and identification will be examined and copies taken for the CRB disclosure application, which will be completed. References will be requested directly after the informal interview.

**Formal Interview** Upon receipt of suitable references, candidates will be called for a formal interview

**Job offer**, within a agreed timescale, and subject to the receipt of suitable references, CRB Enhanced disclosure and interview score, applicants will be informed of the outcome of their application.

## **APPLYING FOR A JOB**

Now you know a little more about our service, if you feel that you would contribute constructively to the Company's Philosophies. Please complete the Application form on our web site and click submit. Its as simple as that!. We will contact you forwith Via email regarding your application.

**Please read these notes carefully, they are written to help you complete your application form. We will contact you via email shortly after receipt of your application form, with the results of your application.**



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## **Job Description and Person Specification**

You will find a full job description and person specification on our web site. Please read both documents carefully.

The job description outlines the main duties and responsibilities of the post.

The person specification shows the skills, abilities, knowledge, experience and qualifications required of the post holder. These are the selection criteria against which each applicant will be judged.

## **Preparation**

Read all the documentation sent to you. Think about why you are applying for this post and what evidence you have to show that you have the necessary skills, abilities experience and knowledge. Remember to consider any relevant experience acquired outside work e.g. parenting, vocational experience, voluntary experience. Make rough notes to help you when completing the form.

Talking through your present and previous posts with someone else may help uncover hidden skills that you took for granted.

It may be worth making photocopies of the form so that you can complete it in rough first and think about layout and presentation.

## **Employment History, Education and Qualifications, Training**

Please make sure you complete these sections fully. Dates of employment must include the month as well as year. This is important. If you put, for example, 1996 - 1997, the panel will not know if you have been employed for 2 years, 2 months, 2 weeks or perhaps even 2 days! If one applicant clearly has more relevant experience than another, this may count in their favour - the panel will not guess or make allowances.

You may need to check information some information required e.g. days' sickness. Putting "Don't know" or "about 7 or 8" could imply a casual attitude to attendance and a lack of care in completing the form with no attention to detail.



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## General Points

Do not make assumptions or take things for granted. Equal Opportunities employment policies mean that selection panels look at evidence before them and do not (as far as possible) rely on other knowledge, particularly that gleaned from personal contact. This is particularly important for internal candidates who should treat this as they would an application form for any job externally.

Type your online form clearly in the correct sections, remember that your form has to be copied.. A well presented form that is clear and legible is evidence of your ability to communicate effectively in writing.

The supporting statement should be limited to no more than two extra sides of A4. Both internal and external candidates should ensure that they have fully addressed the person specification in the application so this means you will need to be concise.

## References

On the application form you are asked to provide names and addresses of two referees. One of these should be your most recent employer/supervisor. The second should preferably be someone who knows you in a work capacity, whether that work is paid/voluntary/education. Please include full addresses, including complete postcodes, telephone numbers and email addresses.

## Disclosure of Criminal Background

As posts within Sytdaiyl Adults and Children Services involve regular contact with children and vulnerable Adults, they are exempt from the Rehabilitation of Offenders Act 1974. All convictions, however old, must be declared on the application form. This information will be dealt with confidentially and will not be used to discriminate against you unfairly.

In accordance with Home Office and legislative guidelines, we operate checking procedures for candidates selected for appointment.

**Curricula Vitae** (i.e. narrative account of working life to date) CVs and other information (e.g. certificates, references) will **NOT** be considered during interviews and will only be considered as showing interest in an advertised post. You **must** complete the application form in full so that we receive the same type of information from all applicants and so that you directly address the selection criteria.



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PERSON SPECIFICATION: SUPPORT WORKER.		
<b>KEY: ESSENTIAL = E</b> <b>DESIRABLE = D</b> <b>APPLICATION FORM/ PERSONAL STATEMENT = A</b> <b>INTERVIEW = I</b> <b>REFERENCES = R</b>		
ATTRIBUTES	ESSENTIAL/ DESIRABLE	APPLICATION FORM/ INTERVIEW REFERENCES
<b>1. SKILLS AND KNOWLEDGE:</b>		
<ul style="list-style-type: none"> <li>To be flexible, adaptive and responsive to day-to-day challenges.</li> </ul>	<b>ESSENTIAL</b>	A/I
<ul style="list-style-type: none"> <li>Confidence to relate to different people and at different levels of authority.</li> </ul>	<b>ESSENTIAL</b>	I
<ul style="list-style-type: none"> <li>Ability to work both on own initiative and as a member of a team.</li> </ul>	<b>ESSENTIAL</b>	A/I
<ul style="list-style-type: none"> <li>Basic understanding and knowledge of people with Learning disabilities and mental Health Issues to include Bi-polar disorder.</li> </ul>	<b>ESSENTIAL</b>	A/I
<ul style="list-style-type: none"> <li>Knowledge of individual support and Person Centered Planning.</li> </ul>	<b>ESSENTIAL</b>	A/I
<ul style="list-style-type: none"> <li>Have an appreciation and basic knowledge of Human Rights Inc. DOLS.</li> </ul>	<b>ESSENTIAL</b>	A/I
<ul style="list-style-type: none"> <li>Knowledge of the range of services, social and recreational available to meet individual needs.</li> </ul>	<b>ESSENTIAL</b>	A/I
<ul style="list-style-type: none"> <li>good written and oral communication skills.</li> </ul>	<b>ESSENTIAL</b>	A/I





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<p>Including those who do not speak</p> <ul style="list-style-type: none"> <li>Ability to work effectively with Service Users, Families, Carers, advocates, staff and professionals.</li> </ul>	<p><b>DESIRABLE</b></p> <p><b>ESSENTIAL</b></p>	<p>A</p> <p>A/I</p>
<p><b>ATTRIBUTES</b></p>	<p><b>ESSENTIAL/ DESIRABLE</b></p>	<p><b>APPLICATION FORM/ INTERVIEW REFERENCES</b></p>
<p><b>2. PERSONAL QUALITIES</b></p>		
<ul style="list-style-type: none"> <li>Acceptable good attendance record</li> <li>To be reliable, honest, flexible, motivated and to have a person centered approach to working with individuals.</li> <li>To be able to work without direct supervision in a Day Centre setting and show a mature approach to working alone.</li> <li>Willingness to work flexible hours according to the needs of the Service Users and the organisation.</li> <li>Willingness to attend training courses and events.</li> <li>Willingness to accept feedback and guidance and to be accountable to colleagues and managers.</li> <li>Minimum age? (e.g. 18 for Carer)</li> <li>Working nights 21+.</li> </ul>	<p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p>	<p>R</p> <p>A/I/R</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A</p>



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<ul style="list-style-type: none"> <li>Administrative skills, the ability to write careplans and complete assessment of needs.</li> <li>The ability to administer medication safely in line with current legislation and best practice guidelines.</li> </ul>	<p><b>DESIRABLE</b></p>	<p>A</p>
	<p><b>ESSENTIAL</b></p>	<p>A/I</p>
<p><b>ATTRIBUTES</b></p>	<p><b>ESSENTIAL/ DESIRABLE</b></p>	<p><b>APLLICATION FORM/ INTERVIEW REFERENCES</b></p>
<p><b>3. PROFESSIONAL</b></p>		
<p>Achieved NVQ 2 in Care.</p> <ul style="list-style-type: none"> <li>6 months continuous experience working in Adult Residential care.</li> <li>Learning Disability Support Residential</li> <li>Day Care</li> </ul>	<p><b>ESSENTIAL</b></p>	<p>A/I</p>
	<p><b>DESIRABLE</b></p>	<p>A/I</p>
<p><b>4. WORK APPROACHES</b></p>		
<ul style="list-style-type: none"> <li>Understanding of Health and Safety in a Residential setting.</li> <li>Understanding the importance of being a Team player and ensuring communication between teams</li> <li>To be of a caring nature.</li> <li>To have a clear understanding and to be committed to safeguarding vulnerable adults.</li> </ul>	<p><b>ESSENTIAL</b></p>	<p>A/I</p>
	<p><b>DESIRABLE</b></p>	<p>A/I</p>
	<p><b>ESSENTIAL</b></p>	<p>A/I</p>
	<p><b>ESSENTIAL</b></p>	<p>A/I</p>



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<b>5. CHARACTER</b>		
<ul style="list-style-type: none"> <li>• To be reliability or steady</li> <li>• To be acceptable to others.</li> <li>• To be independent and accepting of responsibility.</li> <li>• To be flexible at work and to work with a common sense attitude.</li> <li>• Influencing others, and taking the lead in a situation to achieve positive results.</li> <li>• To be of a mature responsible nature.</li> <li>• Of a punctual nature.</li> </ul>	<p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p> <p><b>ESSENTIAL</b></p>	<p>R</p> <p>R</p> <p>A</p> <p>A/I</p> <p>A/I</p> <p>I</p> <p>R</p>
<b>7. CIRCUMSTANCES</b>		
<ul style="list-style-type: none"> <li>• Confident and competent, working alone and within a staff team.</li> </ul>		



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## **RECRUITMENT OF EX-OFFENDERS**

### **POLICY STATEMENT**

As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess applicants' suitability for positions of trust, Sytdaiyl Adult and Children Services complies fully with the CRB Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.

- Sytdaiyl Adult and Children Services is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientations, responsibilities for dependents, age, physical/mental disability or offending background.
- The Organisation has a written policy on the recruitment of ex-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process.
- The Organisation actively promotes equality of opportunity for all with the right mix of talent skills and potential and welcome applications, from a wide range of candidates, including those with criminal records. All candidates are selected for interview on the basis of their skills, qualifications and experience.
- A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.
- Where a Disclosure is to form part of the recruitment process, the Organisation encourages all applicants called for interview to provide details of their criminal record at an early stage in the application process. It is requested that this information be sent under separate, confidential cover, to a designated person within the company, which guarantees that those who need to see it as part of the recruitment process will only see this information.
- Unless the nature of the position allows Sytdaiyl Adult and Children Services to ask questions about the applicant's entire criminal record, only information about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974 is required.



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At interview, or in a separate discussion, the Organisation ensures that an open and measured discussion takes place on the subject of any offences or other matters that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.

- Sytdaiyl Adult and Children Services make every subject of a CRB Disclosure aware of the existence of the CRB Code of Practice and make a copy of the Code of Practice available on request.