

Welcome from the Chief Executive

Dear Applicant,

Thank you for your interest in the role of Support Worker at Carers Support (Bexley). This is a fantastic opportunity for the right candidate to join Carers' Support (Bexley) and make a real difference to the organisation and to our clients.

We are a charity set up by and for Carers in and around Bexley. Our aim is to make a difference every day and have a positive impact on both the lives of our Carers and the communities in which we work. We are committed to working in partnership with others to ensure that Carers are supported locally.

People are very much our focus, and our small and committed team are undoubtedly our greatest resource.

The job description and person specification for the role is attached. To apply, please send your CV with an additional supporting statement on no more than 3 sides of A4, explaining how you meet the Job description and person specification to [vicky@carerssupport.org](mailto:vicky@carerssupport.org)

CVs that are submitted without a supporting statement which addresses the person specification cannot be considered.

The application deadline is the 7<sup>th</sup> May 2025. Interviews will be held on the 14<sup>th</sup> May 2025. If you have any questions about the role or would like an informal chat, please contact Vicky Baker on [vicky@carerssupport.org](mailto:vicky@carerssupport.org) or 020 8302 8011.

Vikki Wilkinson  
Chief Executive

## **Carers' Support (Bexley)**

### **JOB DESCRIPTION**

<b>Post Title:</b>	Support Worker (Fixed term contract for 1 year, to then be reviewed)
<b>Hours:</b>	15 hours per week (with the possibility of increasing to 20 hours)
<b>Salary:</b>	£23,500 (pro-rata)
<b>Accountable to:</b>	The Support Worker Service Manager.
<b>Probationary period:</b>	3 months

### **About Carers Support**

Carers Support (Bexley) is a well-established local charity offering a variety of support for unpaid carers. We are a charity set up by and for Carers in and around Bexley. Our aim is to make a difference every day and have a positive impact on both the lives of our Carers and the communities in which we work. We are committed to working in partnership with others to ensure that Carers are supported locally. People are very much our focus and our team are undoubtedly our greatest asset.

### **About you**

You enjoy spending time with people from all backgrounds. You are non-judgmental and empathetic. You thrive in an environment that may be challenging but equally rewarding. You are a confident lone worker. You can bring skills and experience to the role but are also enthusiastic to learn; you embrace a growth, rather than fixed, mindset.

### **About the role**

To look after the wellbeing of people who are vulnerable in diverse ways. The role is varied to accommodate each person's unique needs which makes the role unique too. Each day will be different and despite challenges that may arise, you will strive to make each day the best it can possibly be for the clients whom you support. You will help your clients to live the life they want to lead, make decisions, have as many choices about their lives as possible and be supported to take appropriate risks.

### **Key Responsibilities**

#### **Duties**

1. Work with the person and Support Worker Service Manager to help them implement their support plan which captures what is important to them; how they want to live; and what support they want ( a person centred plan)
2. Provide company, companionship and mental stimulation and ensure the safety of clients who are vulnerable.

3. Accompany clients to activities outside the home and support them with them and/or join in with their activities when required (this may require driving clients in your own car)
4. Support clients to access their community and grow in confidence to socialise with others.
5. Maximise clients' independence
6. Assist with practical tasks associated with the running of the home where required and agreed in the client support plan: this may include light household tasks. Please note, we are not a cleaning service- these tasks would be agreed in the support plan process.
7. Accompany and support clients on shopping trips or undertake shopping for them as required.
8. Undertake all tasks listed in the Support Plan and any others that might be required from time to time, following all instructions in the Support Plan and adhering to boundaries.
9. Undertake mandatory training as and when required.
10. Be able to recognise and act on safeguarding concerns, by bringing these promptly to the attention of the designated manager.
11. Attend staff meetings and regular supervisions.
12. Have a positive attitude working under the guidance of our policies and procedures whilst feeling valued as an employee.
13. Support the running of the wider organisation which may include, at times, attending the AGM, contributing to monitoring reports or supporting an afternoon tea for carers.
14. Work in partnership with the Service Manager, the client and family to regularly review the Support Plans.
15. Regularly update Charity Log, our Customer Relationship Management system, with your case notes in line with confidentiality and data protection. We will provide training on Charity Log.

## **Person Specification**

### **Knowledge/Experience**

- Knowledge and understanding of the issues that affect older people, carers, people with disabilities, and people with mental health needs and the impact these conditions can have on their lives and on the lives of those around them.
- Appreciation of different communication needs of people and how these can be supported.
- An understanding of how to support people to identify their own goals and how they could be achieved in a way that empowers the person and builds their confidence.
- An understanding of how to handle an individual's personal and sensitive information in a confidential way so that the principles of good data protection are upheld.
- Take responsibility for personal development by engaging in appropriate supervision, team learning and formal training when required.

### **Skills and Abilities**

#### **Communication**

- Excellent communication, and interpersonal skills and the ability to communicate effectively with a wide range of different people, eg people with care needs, their families, colleagues within Adult Social Care and the voluntary sector.
- Excellent communication skills which enable people to feel comfortable, confident, listened to and not judged.
- Ability to demonstrate empathy with people and their life experience, whilst recognising the expertise in the team that people need to be directed to.
- An understanding, or willingness to learn, of how to handle an individual's personal and sensitive information in a confidential way so that the principles of good data protection are upheld.

#### **Awareness of carers and support for carers**

- An awareness of the needs of Carers and an understanding of the issues they face, or the commitment to learn.
- Also a willingness to attend training and observe our services to gain appropriate knowledge
- The ability to care for yourself and set appropriate boundaries.
- Ability to demonstrate empathy with people and their life experiences
- Ability to respond appropriately to situations of conflict and to deal with challenging individuals.
- Ability to recognise and address issues of inequality or disadvantage when supporting people.

## **Time management and organisation**

- Excellent time management and organisational skills to be able to deal with a variety of tasks within the time given for each visit.

## **Planning**

- Experience of being able to plan and schedule in advance, with awareness of dependencies, conflicts or issues that may arise.

## **Information Technology skills**

- Good IT skills and be competent in the use of most Microsoft Office applications including Outlook, Word and Excel. Ability to learn how to use a management information system effectively.

## **Personal Characteristics**

- Have a passion for supporting people in the community
- Caring and considerate
- Calm under pressure
- Organised
- Uses initiative and creativity to make decisions
- Always looking for ways to improve service
- Committed to inclusion of people with care and support needs in all aspects of community life
- Share our values:

**Valuing Our Staff** – We aim to be an excellent employer, ensuring that all staff and volunteers receive adequate training and support and opportunities for personal development.

**People First** – We recognise and value people as individuals with individual needs and feelings and we are committed to providing flexible and creative services in response. Our focus is on putting people first and treating people how we would wish to be treated. We will be compassionate, warm, polite, empathetic, understanding and approachable at all times.

**Respect** – We aim to treat everyone with dignity, understanding and respect at all times. We value diversity and embrace people's differences in the way we work.

**Honesty and integrity** – We believe that acting with integrity and honesty is integral to our reputation; this means we do what we say we will and deliver our promises. We are open, honest and transparent in the way we work.

**Professional** – We have a skilled and experienced team of staff and volunteers who are committed to working in a professional way and delivering excellence within all our services.

**Valuing Our Volunteers** - We have a dedicated and enthusiastic team of local volunteers who support our work. We are led by a voluntary board who provide direction and leadership to Carers Support (Bexley). We also use volunteers from all over the world within our respite service and we believe that this adds real value, making this service truly unique.

**Independence** – We value our independence as an organisation whilst recognising that partnership working is essential to our success. We will work in partnership where this enables us to achieve our vision and deliver better services to carers.

Full training will be provided in the CRM system.

As per Carers Support (Bexley) policy we ask that staff who support older and vulnerable people are up to date with their Covid-19 vaccinations and boosters.

An enhanced DBS will be required for each successful candidate, paid for by Carers Support (Bexley).

This role will be based in the homes of our carers and their cared for people in the London Borough of Bexley. Attendance at other locations for meetings and administration time. There is flexibility to work from home at time.