

**Information pack
November 2009**

**Day Support Worker/Support Group Facilitator (Bexley)
Six Months Fixed Term Contract**

Dear applicant,

Day Support Worker/Support Group Facilitator – based in Bexley

Thank you for your interest in the above position with the Alzheimer's Society. Please find enclosed an information pack as requested.

We ask you to fill in your application carefully, giving all relevant information and in particular, setting out the ways in which you meet the competencies outlined in the job description. You should provide clear and concise examples of a time when you have had to use the necessary skills.

The application should be typed or completed in black ink. The panel will be considering the presentation of your application during the selection process.

Your completed application and any additional papers should be returned to us by 11th November 2009. Late application will not be accepted.

Please send your completed application form to:

Catherine Turner
Alzheimer's Society
(Bexley Branch)
Pier Road Centre
42 Pier Road
Erith
Kent DA8 1TA

Or e-mail catherine.turner@alzheimers.org.uk

Yours faithfully

Tracey Errington
Branch Manager (Bexley)

Introduction

Alzheimer's Society is the leading care and research charity for people with dementia. The Society provides information and education, support for carers and quality day and home care. It funds medical and scientific research and campaigns for improved health and social services and public understanding of dementia.

The Society has a network of branches, support groups and carers contacts which is developed and supported by a team of service and area managers who are based throughout England, Wales and Northern Ireland.

The Bexley branch of the Alzheimer's Society is well established and a respected provider of dementia services in the borough.

The Bexley branch office is at Pier Road Centre, 42 Pier Road, Erith, Kent, DA8 1TA.

The branches of the Alzheimer's Society are managed by a service manager, who is part of an area and regional management structure, and provides management and direction for the branch manager, staff team and branch development committee. The branch development committee are local volunteers who provide local knowledge, information and ideas, and who help to identify local needs and create the branch objectives.

The branch development committee also help to develop the branch funding strategy with the service manager and paid staff and organise regular fund raising events throughout the year and identify other sources of funding. The involvement of volunteers in all our branches throughout the country continues to be the lifeblood of the society.

An induction plan will be developed for the successful applicant.

Fit for the Future

The Society is undergoing a formal consultation process with some staff in relation to a proposed restructure. The post for which you are applying could potentially be at risk of redundancy should the proposal go ahead.

More information about the Alzheimer's Society and its work can be found on the Society's website: <http://www.alzheimers.org.uk>

Job Description

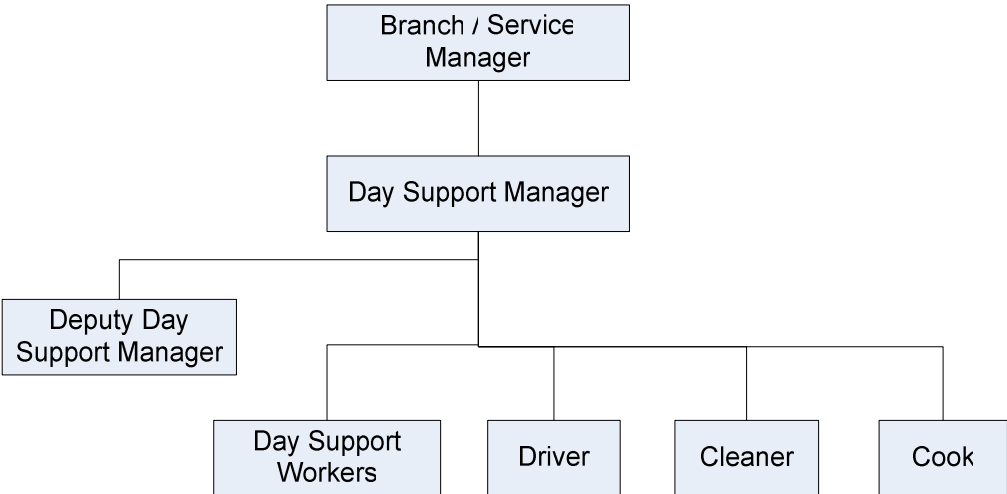
Job Title: Day Support Worker (70%)

Job Family: Day Support

Main purpose of job:

To assist in all operational aspects of the Day Support service that will be delivered to people with dementia and their carers.

A typical Day Support service structure will look like the chart below:



Scope of job family:

Day Support is sometimes called 'day services' or 'day care' and involves providing formally arranged support for a group of people with dementia in a safe and secure environment using trained staff (and volunteers). The service may be provided at a particular centre, or may involve activities in the community such as going to the cinema or swimming.

Duties and responsibilities will be split accordingly:

- 70% - Day Support Worker
- 30% - Support Group Facilitator

Dimensions and limits of authority:

There are no staff or budget management responsibilities associated with this post.

Duties and key responsibilities – Day Support Worker (70%)

1. To take responsibility for a caseload of clients; contributing to the development of individual care plans; making appropriate risk assessments; working to complete them and helping people with dementia to achieve their potential and maximise their skills.
2. As a key worker for a caseload of clients, to act as the main point of contact for those clients and their carers.
3. To review and monitor the progress of clients in line with their care plans and report and recommend changes to activities as appropriate.
4. To contribute to the high quality and appropriate care, support and activities are delivered as planned, to the standards required by the Society.
5. To assist with therapeutic activity for clients on a day-to-day basis.
6. To advise and support carers as appropriate, working in partnership with them to assist in good decision making e.g. which kind of activities would be beneficial for the client.
7. To promote and maintain a good standard of care practices within the day centre
8. To assist in the daily preparation up of day centres ensuring the premises are ready to receive clients safely and in comfort.
9. To ensure clients are ready to safely and comfortably use transport provided and act as an escort where necessary.
10. To ensure that assistance with client personal care is provided with dignity and respect.
11. In line with internal and external standards, ensure dietary requirements are understood and any food or beverages are provided appropriately and carefully.
12. Support clients in administering prescribed medication in line with our policies and procedures.

Job Title: Support Group Facilitator (30%)

Job Family: Information and Support

Main Purpose of job:

To facilitate support groups in a safe and secure environment, offering appropriate support based on client need.

Position in the organisation:

Reports to the branch line manager.

Scope of job family:

Regular meetings for carers, people with dementia, family members and former carers; where people come together to receive emotional support and information in a safe setting. Groups are for a specific type of client, for example groups for people with dementia only or those for carers only.

Dimensions and limits of authority:

- Responsible for managing the service related expenditure
- Responsible for the co-ordination of service related staff and volunteers
- Responsible and accountable for the delivery of high quality support group services
- Responsible for liaising with relevant statutory and voluntary organisations in the area in relation to this service

Duties and key responsibilities:

1. To establish and facilitate the group.
2. To be receptive to the views and opinions of the group in the development of the service.
3. To assist the group members to understand the purpose and benefit of the group, and its ground rules.
4. To ensure that group members feel at ease, and that all are able to participate equally, as they wish.
5. To ensure that the group meeting place remains safe and secure and that group sessions work within their time allocation.
6. To support the group through potential conflict areas and work with group members to resolve conflict.
7. If appropriate, to plan a programme based on members' views and needs.
8. To seek and record member feedback at every session to understand whether needs are being met, and to plan any necessary adjustments.

9. Where appropriate to work with volunteers to support the group, ensuring that they have clarity about their roles.
10. To prepare written feedback for line manager on both individual and group needs with the aim of improving the group and the experience of people attending.
11. To have an exit strategy for people with dementia and their carers and signpost to other, more appropriate services.
12. To ensure that the event is appropriately organised, arrangements communicated and that the relevant risk assessments have been completed.

Additional responsibilities

1. To adhere to all the Society's service standards, policies and procedures.
2. To comply with the data protection regulations, ensuring that information on clients remains confidential.
3. To be responsible for personal learning and development, and of those managed by this post, where appropriate, and to support the learning and development of others and the whole organisation.
4. To work collaboratively with fundraising and media and campaigns teams, sharing responsibility for the achievement of jointly agreed objectives, as appropriate.
5. To work in a manner that facilitates inclusion, particularly of people with dementia
6. To implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
7. To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
8. Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.
9. Where appropriate, to recruit, induct and support volunteers.
10. To undertake any other tasks, duties or projects which may arise from time to time which are commensurate with the general level of this post and as directed by the designated line manager.

This job description is not exhaustive and serves only to highlight the main requirements of the post holder. The line manager may stipulate other reasonable requirements. The job description will be reviewed regularly and may be subject to change.

Person specification – Day Support Worker/Support Group Facilitator

All of the following requirements are essential, unless marked with a * when they are desirable, and will be assessed from a combination of information provided from the application form, extended interview process, panel interview and references:

<i>Education and qualifications</i>	Application	Interview
NVQ Level 2 in Care or be willing to work towards this qualification	✓	
A qualification in facilitation skills *	✓	

Skills and experience	Application	Interview
Personal or work experience in a care environment	✓	
An understanding of dementia		✓
An understanding of the needs of people with dementia and their carers*		✓
Good listening skills		✓
Knowledge of relevant legislation including the Health & Safety and the Mental Capacity Act*	✓	
An understanding of the need for client confidentiality		✓
An understanding of collaborative working *		✓
Good organising and group facilitation skills	✓	✓
Good communication skills	✓	✓
Experience of conflict resolution	✓	✓
Knowledge of relevant legislation including the Health & Safety and the Mental Capacity Act*	✓	
An understanding of how groups work and their value	✓	✓
An understanding of the need for client confidentiality		✓
An understanding of collaborative working *		✓

<i>Personal attributes / qualities</i>	Application	Interview
Able to travel independently within the service area *	✓	
Empathy		✓
Non judgemental communication		✓

ALZHEIMER'S SOCIETY

Commitment to and understanding of equal opportunities		✓
Understanding of the inclusion agenda and its relevance within a diverse society		✓

Job Application Guidelines

Alzheimer's Society aims to be an equal opportunities employer. We aim to treat every applicant fairly. The information you provide in your application form is the only information we will use in deciding whether or not you will be invited for interview, so it is important that you complete it with care. To help you, please follow these guidelines.

Please complete all sections of the form.

1. Please complete the application form in black ink, as it will be photocopied.
2. Do not stick or glue paper to the back of the form – it gets caught in the photocopier. Please add a separate piece of paper instead.
3. After reading the person specification and job description, think carefully about your application and consider to what extent you have the skills and experience necessary to meet the requirements of the post.
4. Your last and present post allows you the opportunity to tell us about the work you are doing or have done in the past. Be as brief as you can, and use the personal statement at the back of the form to describe in more depth your skills, knowledge and experience relevant to the job.
5. Under the section 'Education, qualifications and training' you are asked to state your qualifications or name a course that you attended. We do not need a full account of your education since your junior school days. It is sufficient to state that you have a specific number of 'A' levels and GCSEs unless you are asked for a specific qualification on the person specification, such as GCSE English. You should mention qualifications or training relevant to the post you are applying for.
6. The personal statement is an important part of the application form and should be used to tell us how you meet the person specification. Always remember to specify your responsibilities rather than those of your section or department. Remember to explain how your current or previous experiences relate to the job you are applying for.
7. Please ensure that your completed application form is returned by 5pm on the closing date stated on the advertisement. Do not attach any other documentation apart from the equal opportunity monitoring form. Any attachments, such as CV's, references or photocopies of your qualifications, will be disregarded and will not be seen by the selection panel.
8. In order to make good use of the charity's money, your application will not be acknowledged unless you enclose a stamped addressed postcard or similar, nor will you hear from us unless you are selected to attend for interview.

Information for candidates

Terms and conditions of employment

Outlined below are some of the main terms and conditions of employment relevant to all employees of the Society.

1. Probation

All posts are subject to a probationary period of 12 weeks unless otherwise stated on the letter of appointment. During this probationary period, either party may give the other one-week's notice in writing to terminate the employment. After successful completion of the probationary period, the notice stated on your contract of employment will apply.

2. Annual leave

The holiday year runs from 1 April to 31 March. In each holiday year, in addition to bank and statutory holidays, the holiday entitlement in the first full year will be 25 days, scaled down according to start date. This then increases in line with service as follows: During the first full leave year and up to 2 leave years 25 days, third leave year 26 days, fourth leave year 27 days, fifth leave year 30 days. Holiday will be calculated on a pro-rata basis for part-time workers.

3. Pension scheme

The Society operates a Group Personal pension scheme. All employees under the age of 75 may join the scheme on completion of their probationary period. Employees may contribute a percentage of their salary to the scheme, and the Society will double the employee's contribution up to 8% of the employees' gross salary. This will mean that a 1% Employee contribution will attain a 2% contribution from the Society and a 4% contribution will attain the maximum 8% from the Society. Alzheimer's Society will not pay into a personal pension scheme.

4. Salary payment

All new employees are paid under the Society's pay structure. Pay is normally reviewed each April.

The commencing salary is as stated in the letter of appointment. Salaries are paid in arrears on the 25th of each calendar month, by direct credit transfer into a bank or building society account (If the 25th falls at a weekend, payment is made on the working day immediately prior to the 25th).

5. Sick leave

The Society operates an occupational sick pay scheme that is based on length of service with the Society.

6. Retirement age

The Society's normal retirement age is 65. However, staff may be employed who are over the age of 65.

Under the Employment Equality (Age) Regulations 2006, successful applicants aged 65 and over, and who meet the qualifying criteria, have the statutory right to claim unfair dismissal, redundancy payments and Statutory Sick Pay (SSP).

7. No smoking

The Society operates a no smoking policy.