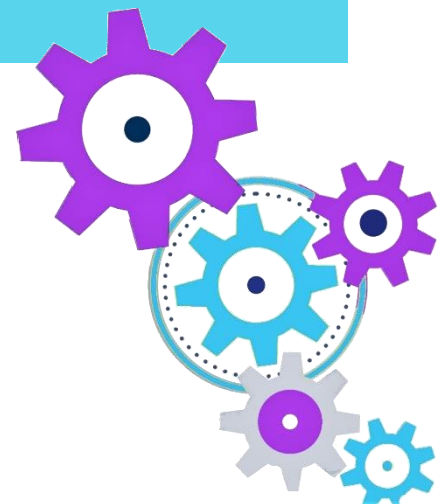




# One To One Support Worker

## Headway Birmingham & Solihull

### Recruitment Information Pack





Thank you for your interest in becoming our new **One to One Support Worker** at Headway Birmingham & Solihull.

Our organisation, which has been established for over 30 years offers a variety of support services for people across Birmingham & Solihull with Acquired Brain Injury (ABI) and their families/carers.

We are looking to recruit enthusiastic, friendly, positive, caring, self-motivated **One To One Support Worker to work 6 hours per week on a Thursday** who has the drive, personality and reliability to make a real difference to our clients' life. Your role will involve collecting our client from their home in Walsall, transporting them to the hub in Wylde Green, supporting our client on a 121 basis with activities at the hub and taking them home at the end of the day to Walsall.

Headway Birmingham & Solihull employs over 70 staff as well as having a large number of student placements and volunteers.

Over the last 6 months and during lockdown we have radically transformed our services which has been vital to ensure our clients know we are here to support them and through this we have learned new ways of innovating and supporting our clients which we are sure will inform our work in the future.

We have many new and exciting projects to help provide future sustainability and improve the services we offer.

We look forward to meeting you and hope you may become a part of our Headway family.

**Sue Tyler**

CEO

## Aims & Objectives

**Our Mission is “to promote greater understanding of all aspects of brain injury and provide support, information and services for people who have sustained brain injury, their families and carers”.**

**Our Objectives are to:**

- Promote awareness of brain injury & its consequences and actively seek to reduce potential incidents.
- Make services known to newly brain injured people/families at the earliest stage and throughout the whole journey
- Provide information, advice and support services for people with brain injuries, their families, carers and concerned professional people
- Provide specialised rehabilitative activities to assist people with brain injury to regain independence, continued recovery and re-integration into the community
- Develop links with appropriate agencies & establish working partnerships
- Maintain good governance, management and staff ratios

## WHY WORK FOR HEADWAY?

### Whose life did you improve today?

Everyone who works for us is contributing to making a real difference to the lives of many people affected by brain injury.

### Why join us:

- **Annual leave** – a generous 33 days each year (to include 8 bank holidays)
- **DBS Check** – we cover the cost of your DBS check and further renewals once probation passed
- **Company Pension Scheme**
- **Wellbeing Support, Advice and Guidance** – via our in-house trained ‘Mental Health Champions’ and/or Employee Assistance Program through an online portal or over the telephone
- **Confidential counselling service**
- **Free parking at our sites**
- **Free refreshments**
- **Induction**- We pay for you to attend our comprehensive induction and on-going training to include the Care Certificate.
- **Brain Injury Certificates – Level 1 & 2** - free specialist training in brain injury
- **Qualifications** – we can support you to obtain a range of qualifications according to roles and support further development
- **Staff Referral Scheme** – earn £50 for referring a friend into a support worker position
- **GEM Awards** – All of our employees are stars in our eyes and each year colleagues make nominations for our special awards.
- **Social events, fundraising and team building** – we value all our employees and try to bring people together socially
- **Discounts** at Highstreet retailers, days out, gifts, holidays and even when buying a car – available via a Blue Light card that Headway will purchase for you.
- **Long Service Awards** – receive 1 day extra annual leave after reaching 5 years and thereon (10 years 2 days etc.)  
£300 Voucher awarded for 10 years
- **Special Birthday days** – an extra day leave on your ‘milestone birthdays’
- **Health Scheme** – employees can opt into the BHSF healthcare plan through which Headway H & S will pay at the basic level. This enables employees to claim back money towards general day to day healthcare such as opticians and dentists
- **Duvet Days** – get rewarded for coming into work with an extra day off for full year attendance (from April 2022)
- members)



## Code of Ethics

Headway Birmingham & Solihull have a set of 6 core values that will flow through our culture and behaviour and to which all employees, volunteers and Trustees are committed to:

Every day, we do our best to put our values into action through our work and our relationships with our users, business partners, communities and one another.

### ❖ **Putting 'People First'**

We support & care for our clients as we would like to be treated ourselves. Clients will be treated with dignity and respect and we will always act in their best interest. We all value individuals and celebrate diversity.

### ❖ **Being 'Safe'**

Every client, person who works for or comes into contact with, Headway Birmingham & Solihull should be treated with dignity and respect and feel that they are in a safe and supportive environment

### ❖ **Being open, honest & accountable**

We are open and honest with others and ourselves. We ensure that our interactions with people are above reproach and we maintain the confidentiality of those we work with. We accept constructive criticism. We accept responsibility and hold ourselves accountable for our work, actions and our results.

### ❖ **Striving for Excellence**

We strive to deliver a service we are proud through continuous improvements and are dedicated to providing the highest quality across all services. All staff should be passionate about the cause and be willing to give a bit more than '9 to 4' when the work requires this. We want Staff to be proud of their work and uphold our good name

### ❖ **Being professional & ethical**

The charity and all who work for us shall uphold the highest levels of institutional integrity and personal conduct at all times. People work cohesively across all departments for the good of the whole of Headway BS and recognise and respect the value and strengths of each other.

### ❖ **Doing 'more with less'**

We use resources to the full, waste nothing and do only what we can do best as specialists. We strive to maintain our principles by the ability to organize all our assets – physical, financial and human – for maximum productivity. In this way, our services will be delivered with the highest quality and efficiency at the least possible cost providing excellent 'value for money'.



**JOB DESCRIPTION: ONE TO ONE SUPPORT WORKER**

<b>Work Area:</b> Services for people with Acquired Brain Injury  <b>Based at:</b> <b>NEW SUTTON HOUSE</b>	<b>Hours: 6hrs per week.</b> Thursday 9.00am – 3.00pm  Fixed hours system. Some flexibility required to suit job requirements but will need to work flexibly to cover hours and other days as required.	<b>Salary: 3:7</b>  <b>£2,811.12 pa</b>
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**Reports to: ABI Manager**

**JOB SUMMARY**

To work with allocated brain injured clients who will require 1 to 1 assistance.  
 Cover as required to others attending our New Sutton House hub  
 On a **Thursday only**, to collect the client from home in Walsall and bring them to New Sutton House hub and return home to Walsall at the end of the session. Mileage will be paid for these journeys.

**MAIN RESPONSIBILITIES**

1. Be alert to the safety of this client, responding promptly to signals of potential danger
2. Help the client and have responsibility for attending to his personal care needs, as and when required
3. Ensure that the clients' lunch is prepared and served on time and provide assistance to him to ensure his lunch is eaten safely
4. Encourage the client in his development of personal needs and skills
5. Assist the client in training sessions and activities at our hub and offsite.
6. Supervise the arrival and departure of this client each day, including responsibility for collection/return of personal belongings.
7. Carry out assigned domestic chores at the end of each day, e.g. washing up; tidying and putting materials away.
8. Be flexible to suit the needs of the post and work fairly with the team as required
9. Attend fully any training, coaching or team meetings etc as required,
10. Uphold all Terms and Conditions of the post including covering in emergency situations as required and upholding all other policies such as Health & Safety, Equal Opportunities, etc

**HEADWAY BIRMINGHAM & SOLIHULL**

PERSON SPECIFICATION FOR THE POST OF

**ONE TO ONE SUPPORT WORKER**

FACTOR	ESSENTIAL	DESIRABLE
EDUCATION & QUALIFICATIONS	Good standard of reading & writing.  NVQ II in care (requirement of post and staff will be required to obtain this once in post at own cost) if not already achieved)	GCSE/O-levels in English and Mathematics
HEALTH & PRESENTATION	A friendly manner with neat and clean appearance  Able to push a wheelchair  Able to provide simple physical assistance to individuals requiring aid with mobility and toileting	In good health, not subject to frequent illness.
KNOWLEDGE & RELEVANT EXPERIENCE	Working with people with a disability  MUST be a car owner/driver	Working with brain- injured people  Able to drive a mini-bus – Full clean driving licence
<b>SKILL REQUIREMENTS</b>		
INTERPERSONAL SKILLS	Can control own feelings, exercising patience & tolerance and keep calm, collected & caring at all times.  Good sense of humour.	A genuine interest in helping brain-injured persons.
ORGANISATIONAL SKILLS	Self-assured and able to act independently whilst also working effectively as a member of a team.  Able to manage own tasks independently	Ability to supervise volunteers and cover group sessions.  Skills in arts, crafts or other activity areas.
COMMUNICATION SKILLS	An open, friendly manner to gain the early confidence and respect of clients.  A good listener.  Discreet & able to keep confidences.	Speaks clearly and concisely, and imparts information accurately
FLEXIBILITY & ATTITUDE	Self-motivated and able to work on own initiative within agreed guide-lines.  Punctual, reliable and trustworthy.  Flexible, co-operative & accountable	Enthusiastic to learn and develop own knowledge and competence

## HOW TO APPLY

**To formally apply**, please submit a full CV detailing education and employment to date along with a supporting statement (maximum 2 sides of A4) that clearly outlines your suitability and experience for the role against the criteria provided in the person specification. Please include your interest and motivation in applying for this position.

Please send your application to [personnel@headway-bs.org.uk](mailto:personnel@headway-bs.org.uk)

If you would like to have an informal conversation about this opportunity you can contact our Personnel Department:

- Donna Rowe (Personnel Administrator) on 0121 457 7541 (option 5), Monday - Friday

If selected for interview you will be required to supply further information and complete our internal Equality & Diversity Monitoring Form.

## RECRUITMENT TIMETABLE

<b>Closing date for applications:</b>	Dates: Ongoing
<b>Candidates informed of interview:</b>	Dates: Within one week of application received
<b>Interviews:</b>	Dates: To Be Confirmed



Headway Birmingham & Solihull

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Registered Charity No 1008798

Company Reg No 2686647

Affiliated to Headway – the brain injury association. A registered charity