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Visualise scotland  Norton Park,57 Albion Road, Edinburgh, EH7 5QY

support worker pack



# Introduction

Thank you for your interest in working for Visualise Scotland as a Support Worker. Visualise employs around 80 support workers and they form the backbone of the work we do in supporting very vulnerable adults to achieve their full potential. We welcome applications from all kinds of people- we employ people who have worked in social care for decades alongside people who have never worked in social care before. We are very proud of our diverse workforce and our role as an employer in Edinburgh.

This pack contains the following information:

* About Visualise
* Support Worker Job Description & Person Specification
* Our Offer to you.

If you have any additional questions, please contact office@visualise.org.uk

We look forward to welcoming an application from you in due course.

Pauline

Pauline Gray
CEO

# About Visualise

## History

Visualise was set up in 1987 by families of pupils attending the Royal Blind School at Canaan Lane. With little to no provision for students after the age of 18, families took the situation into their own hands and Visualise was born.

With an initial focus on supporting young adults with visual impairment and other complex needs, Visualise opened its first housing support service in the Newington area of Edinburgh in 1992. As the 1990s progressed, Visualise set up its first Day Centre at Norton Park in Leith, alongside its Head Office.

The early 21st century found that existing provision was no longer fit for purpose and two housing support services were set up in the Restalrig area, with a third added in Leith in 2007. There was further expansion in 2014, when our day centre in Musselburgh was opened, expanding our services into East Lothian for the first time. This was also the point at which the charity decided to use its considerable expertise to diversify away from visual impairment, with a focus instead on supporting any individual with a disability to live the life they choose.

In recent years, we have opened two new housing support services – one in Leith and one in Portobello – and have increased the number of people we support who live in their own home and access community resources. However, at all times we have worked hard to maintain our small, personalised nature.

Visualise has a proud history of being family-led, with a family member operating as Director until 2013 and family members continuing as trustees. We are proud of the strong links we have with the people we support and their loved ones. We feel this is what makes our organisation really stand out – we are mindful that Visualise came from families, for families. This gives us a phenomenal foundation on which to base our organisation.

## Our Aim

Visualise works with adults who have complex support needs because of sensory impairment, learning or physical disability or deaf-blindness. Our overall aim is to assist people to fulfil their physical, intellectual, emotional and social potential and enjoy life to the full.

## Our Objectives

* To provide a range of quality services which support and empower people to achieve positive personal outcomes.
* To ensure that the people we support have access to good quality learning experiences and stimulation.
* To encourage independence and being part of their community for the people we support.
* To improve professional knowledge and skills within our workforce.
* To operate an efficient and effective organisation.

## Our Values

Our values are embedded into every area of activity. Our approach should always be:

**Diverse-** A commitment to the Equality Act 2010, embodying non- discriminatory practice at all levels. Recognising the value and importance of each individual.

**Realising Potential**- Creating opportunities for everyone who is part of Visualise. Everyone we support or employ should be given the opportunity to develop and use their skills.

Creating an atmosphere of collaboration. Developing high quality personal care plans for everyone we support.

**Respect and Dignity-** Thinking about people as human beings.

Treating people as we would want to be treated in our behaviour, actions and communications. Emphasising our codes of practice and conduct.

**Compassion-** A focus on people’s welfare - employees and the people we support, checking out situations and being flexible.

Enabling a culture of understanding and approachability.

**Integrity-** Acknowledging mistakes and implementing meaningful change. Trust, honesty and open communication with everyone involved in the organisation.

**Community-** Developing Visualise as a community and being involved in our community. Encouraging people, we support to be part of their local communities.

**Inclusive-** Meaningful participation of the people we support and employ in all aspect of Visualise’s operations. An organisation that welcomes everyone.

## Our Services



**Housing Support** – Visualise manages five houses and flats in Edinburgh, where the people we support are assisted to maintain their own tenancies. Usually, 1,2 or 3 people live together or by themselves in our properties. We provide 24-hour support within these services.

In February 2020, the Care Inspectorate rated our housing support service 5 (very good).

**Care at Home** – Visualise offers supported living services, where we support people to remain independent in their own homes and be active in their communities. The individualised support is personally created, with the number of hours and kind of support based on individual requirements.

Our care at home services were most recently rated 5 (Very Good) by the Care Inspectorate.

**Day Services** – Visualise provides a day service which is individually tailored to meet the personal outcomes of each person who uses the service. Support services are provided from a base at Newhailes Business Park in Musselburgh. An integral part of the service is supporting people to take part in community-based activities.

Our day services were most recently rated 5 (Very Good) by the Care Inspectorate.

# Our Support Worker Role

Visualise has a number of different kinds of support work roles. We only have certain roles available at any given time, so you should state what kind of role you are applying for on your application form.

**Hours:**

**Full-Time** – 37.5 hours a week for day staff (7.30am-3pmpm and 3pm-10.30pm). 35 hours a week for night staff (9.45pm-7.45am)

**Part-Time** –We regularly offer 30 hours, 22.5 hour and 15 hour contracts for part-time working.

**Relief** – This opportunity allows you to select hours which suit you. It should be noted that annual leave is accrued and paid monthly with relief roles.

**Sleepover** or Nightshift– These contracts are usually part-time (2 or 3 nights a week).

\* Night shift and sleepover positions are only available occasionally. Please do not apply for these positions unless you have seen them advertised.

**Salary**: Unqualified- £12.12 per hour

 SVQ 2 in Health & Social Care or Equivalent- £12.89 per hour

 SVQ 3 in Health & Social Care or Equivalent- £13.22 per hour

£96.06 per night for sleepover shifts

**Annual Leave: Full time:** 30 days/225 hours, inclusive of bank holidays (Pro-rata for part-time staff)

**Accountable to:** Team Leader and Service Manager

## Job Description

**Purpose of Post:**

To provide high quality, person-centred support to people living with disabilities. This is so they are able to live safely and well, have fulfilling experiences at home and in the community, and can be as independent as possible.

**Main Duties and Responsibilities:**

* To support the daily activities and routines of the people we support, including household tasks and administrative procedures, following personal care plans.
* To provide direct support to the people in our care. This may include, but is not limited to, assistance with mobility, assistance with personal hygiene (including showering and toileting), assistance with dressing and assistance with meals. This also includes ensuring that dignity and respect is maintained at all times.
* To administer medication to the person you are supporting, inline with the directions set out by their GP.
* To support the people in our care to participate in daily activities of their choice, including recreational and leisure activities outside of their homes.
* To contribute to and ensure that personalised support plans are developed, maintained, implemented and reviewed.
* To co-operate and collaborate with everyone involved in the care and support of the people using Visualise services. This includes the person themselves, colleagues, family members, and other professionals to ensure the best possible outcomes for people.
* To establish and maintain high levels of social care practice.
* To undertake report writing and key worker responsibilities as directed.

**Other duties and responsibilities include:**

* To help service users meet their responsibilities with regard to their tenancy/occupancy agreement. This includes cleaning and arranging household maintenance and repairs.
* To support service users with shopping and personal expenditure. This involves following financial procedures to eliminate fraud and assisting with the management of budgets.
* To comply with all policies, procedures and standards including health and safety arrangements in the workplace and those relating to the administration of medication.
* To communicate immediately to a Team Leader and/or the Registered Manager any concerns you may have about the mental health or physical well-being of a person you are supporting. This includes any concerns you may have about abuse (physical, mental, emotional or sexual).
* Opportunities to support individuals on short breaks or holidays may also occur.
* To complete any other duties and responsibilities when requested, which are appropriate to this role.

**Quality and Standards:**

* To operate within and promote the Visualise values.
* To register with the Scottish Social Services Council (SSSC) within required time-scales and to follow the SSSC Code of Practice at all times.
* To apply the Health & Social Care Standards and principles of Dignity, Privacy, Choice, Safety, Realising Potential and Equality and Diversity and ensure that they are reflected within your practice.
* To seek advice and guidance from your supervisor on any issues as required, including standards, policies and procedures.
* To maintain confidentiality at all times.

**Learning and Development:**

* To participate in staff meetings
* To complete the required and individually specific training within agreed timescales.
* To attend and actively contribute to supervision and practice development sessions as agreed with your line manager.
* To be accountable for your own actions and take responsibility for your professional development

## Person Specification

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| --- | --- | --- |
| **Essential** | Skills and Experience | * A caring, compassionate and understanding person.
* Experience of working as part of a team.
* Ability to be self-motivated, organised, and adaptable.
* Good communication skills, especially the ability to share knowledge and ideas and communicate with stakeholders.
* Ability to complete records in a clear and concise manner.
* Ability to problem solve and work on own initiative.
* Good ICT skills, including the use of email and online forms.
* Reliable e.g. a good attendance and punctuality record.
* Either registered with the SSSC or committed to registering with the SSSC within 6 months of starting employment.
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| Values and Behaviours | * Ability to demonstrate, understand and apply the Visualise Values and the SSSC Code of Practice.
* Willingness to learn and develop professional skills.
* An understanding of a person-centred approach.
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| **Desirable** | Education and Qualifications | * SVQ 2/3 or HNC in Health and Social Care or a commitment to achieve this within three years of appointment. .
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| Experience and additional skills | * Prior experience developing, implementing and monitoring personal, outcomes-focussed support plans.
* Experience of supporting people with profound disabilities in their own homes and community settings.
* Experience of extended feeding techniques (enteral feeding).
* Experience of moving and supporting disabled people.
* Experience of epilepsy and managing difficult epilepsy (MDE).
* Experience of administration of emergency medication, e.g. Midazolam or Diazepam.
* Experience of augmentative or alternative communication systems.
* Experience of managing potential or actual challenging behaviour.
* First aid certificate
* Current driving licence
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# Our Offer to You

Visualise recognises that it can only achieve positive outcomes for the people we support through the efforts and skills of its staff. We value our team and are committed to providing a broad staff benefits package and the best terms and conditions affordable. Below, we outline the benefits that Visualise offers staff. Further information is available from our Administration Team.

**Salaries**

Visualise is proud to be a Scottish Living Wage employer. We take our commitment to this very seriously and aim to be ahead of the Scottish Living Wage where possible.

Visualise reviews staff salaries annually and will always attempt to remunerate staff to the best of our ability.

For more information on the Scottish Living Wage see <https://scottishlivingwage.org/>

**Annual Leave**

Visualise staff (excluding relief staff) are all entitled to six weeks off of work each year, pro-rated for your start date and for your working hours.

Due to the nature of our work, public/bank holidays are not recognised and are treated as normal working days.

**Employee Pension Scheme**

We operate a contributory pension scheme into which “eligible jobholders” (as defined in the legislation) will be auto-enrolled in their second month of employment. Auto enrolment will be deferred until then. Other employees who are not “eligible jobholders” will have the right to apply to join the pension scheme.

Our scheme is with Royal London; employees contribute 5% of earnings and Visualise contributes 3% (as of June 2019).

**Organisational Sick Pay**

Visualise operates organisational sick pay for eligible staff members under the following terms.

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| --- | --- | --- |
| **Length of Service**  | **Full Pay**  | **Half Pay**  |
| First 26 weeks  | Nil  | Nil  |
| 26 weeks but less than 2 years (and only when probation is complete) | 2 Weeks  | 2 Weeks  |
| 2 years but less than 5 years  | 4 Weeks  | 4 Weeks  |
| 5 years or more  | 6 Weeks  | 6 Weeks  |

It should be noted that this list is not exhaustive and that Organisational Sick Pay is only paid at Management Discretion. If you are not entitled to Organisational Sick Pay, you may be entitled to Statutory Sick Pay (for absences of four days or longer).

**Family Leave and Pay**

Visualise offers organisational Maternity, Paternity, Adoption and Shared pay to staff who have worked with us for over 12 months.

For Maternity and Adoption Pay, we offer 3 months of full-pay, followed by 3 months of half-pay and then 3 months of statutory pay.

For paternity pay, we offer full-pay for the two week period.

For the terms and conditions regarding Shared Parental Leave, including notification periods and payment terms, you should consult policy HR 08 Family Friendly.

**Bereavement Leave**

As a standard, Visualise offers bereavement leave of up to 5 days for the death of a parent or spouse. Legislation entitles parents who have lost a child under the age of 18, or whose baby is stillborn from 24 weeks of pregnancy, to a statutory minimum of two weeks.

We recognise and understand that reactions to bereavement vary greatly, so we would encourage you to speak with your line manager when facing a bereavement. Any additional bereavement leave will be given at the organisation’s discretion.

**Flexible Working**

Flexible working is a working arrangement where you to vary the amount, timing, or location of your work, usually to the mutual benefit of the individual and Visualise. You have a statutory right to apply for flexible working after you have been employed by us for more than 26 weeks. Visualise will fully consider all such requests and is committed to supporting the employees with their work-life balance.

**Employee Health Savings Scheme**

Visualise is partnered with the Hospital Saturday Fund (HSF) to assist staff with some of the negative financial impact of ill health. HSF is a contributory scheme where you pay a certain amount each month direct from your salary, which you are then able to reclaim in the event of visiting a medical practitioner. The scheme covered:

* Reclaiming for Optical and Dental expenditure.
* Physiotherapy, Allergy Testing, Hospital stays.
* Surgery and payments in the event of having a child.
* Surgery or payments in the event of a personal accident.

The plans also covers spouses, partners and children under the age of 18. Additionally, the scheme offers a ‘Perkbox’ of money saving offers and discounts.

There are several levels of plans; details are available from Head Office. Payments range from £1.00 a week to £15.50 a week and are deducted from payroll. If you wish to join HSF, you can do so via the membership forms which are available from Head Office.

**Employee Savings and Loan Scheme**

Visualise is a member of the SCVO Credit Union in order to offer affordable, accessible savings and loans to all our staff. Savings and Loans set up with the Credit Union are deducted from Payroll and paid to the Credit Union directly.

Credit Unions are run for their members, rather than shareholders, and are therefore not profit driven. Just like banks, they are governed by the Financial Conduct Authority (FCA). They offer Savings and Loans at affordable rates and have a much better acceptance rate for individuals with a poor credit history.

You can join the SCVO Credit Union via their website at <https://scvo.org/credit-union>. Becoming a member costs £5.

**Learning and Development**

Visualise seeks to employ caring and professional people in whom it will invest training to ensure a committed, skilled and compassionate workforce.

All Visualise staff will be required to register with the Scottish Social Services Council (SSSC) which requires appropriate SVQ qualifications. Full support will be provided to staff to achieve these within an appropriate timeframe.

Before you start work in our services, you will undertake some induction days remotely, where you will be introduced to Visualise systems, policies and procedures and undergo some mandatory training. The aim of the training to ensure that our staff are able to do their jobs well and safely and to aid staff in progressing within their role. You will also be issued with your contract and other helpful documentation.

 After this, you will begin shadowing into our services. The length of your shadowing period depends on your experience and on the needs of the people we support, but usually lasts around 2 to 3 weeks. You will work with experienced members of staff to get to know the people we support.

Aside from induction, you will undertake some further mandatory training throughout your probation period and at various points without your time with Visualise. You will be advised of any training in advance.

Visualise’s training packages covers the following topics:

* Adult Support and Protection
* Manual Handling
* First Aid
* Epilepsy
* Health and Safety
* Communication in Care
* Information Handling
* Infection Prevention & Control
* Mental Health Awareness

Individual learning and development needs are also assessed and catered for.