



Carers and Companions



outside the box
MORE THAN JUST A CAFE

Registered charity 1151706

Job Description

Bank (Relief) Support Worker

Date: 18th September 2017

Job Title: Bank Support Worker

Reporting to: Outside the Box Manager

Hours of work: Flexible hours available, days, evenings and weekends

Salary: £8.17 per hour

Background

Ilkley Community Enterprise Ltd, is a charity committed to working and supporting adults and young people with a learning disability, providing training, education and personal and social development support to enable them to live more fulfilled and independent lives and be fully included in the local community.

The Charity runs a community café, Outside the Box, that provides education, training, and work experience in a real work environment for members (adults and young people with a learning disability).

The charity also runs Outside the Box Arthouse project, that provides arts, creative, health and well-being activities and experiences for adults with a learning disability. The Arthouse provide meaningful activities enabling our members to improve their lives by learning new skills, building confidence, and having fun. There is a wide range of activities on offer including arts and crafts, photography, music, drama, gardening, and sports plus or independent skills session.

As a charity, we also have our sister company to Outside the Box, Carers and Companions. Here we provide quality home and community based support to people in need in Ilkley and surrounding areas. We are committed to providing personalised care that promotes the independence of our clients, adults with a learning disability. We currently support day-to-day support to two female individuals with a learning disability, allowing them to live together within their own home in Ilkley.

Purpose of the Role

To deliver services to adults and young people with a learning disability that provide personalised support, learning and development that enables them to gain maximum benefit from the services of the Ilkley Community Enterprise Ltd to achieve and progress and to lead more fulfilled and independent lives.

Across all projects at the charity, you will be supporting many members (adults with a learning disability) in a range of settings, whether that be in the café, in the Arthouse, or in a support living property. Your role will be to ensure members achieve and work towards their goals, regularly reviewing their progress and providing hands on support to the members with numerous tasks whether that be in the café environment, with very hands on support or whether that be as part of the Arthouse with creative and wellbeing sessions or whether that be supporting two female members living within their home.

Main responsibilities and tasks

Core

1. To support the effective recruitment, assessment and induction of members to Outside the Box services
2. To develop and sustain warm and trusted working relationships with a designated caseload of members.
3. To carry out the role of a key worker to a caseload of members, to enable them to achieve their goals and aspirations by working alongside them to develop and implement their learning/progression plans.
4. To support members to express their needs, views and concerns and participate as fully as possible in their planning and development.
5. To develop, maintain, monitor and review individual learning and development plans for members that address their specific needs, goals and aspirations and support their progression.
6. Ensure necessary requirements and standards are met and hold appropriate records and evidence to support these for each individual member on the caseload.
7. To provide individualised support, including encouragement, practical advice, assistance and guidance, to members to enable them to achieve their goals, complete agreed tasks and activities and develop their skills and capabilities
8. To prepare materials and resources to support planned activities, to help members to achieve their goals and develop their skills and capabilities

9. To provide professional and supportive relationships with parents/carers and other professionals involved in members care and those involved in supporting them including Outside the Box staff and volunteers
10. To provide recognition, positive feedback and appropriate reward for members' achievements and to support others including staff, volunteers and families, to do so
11. To develop, maintain, monitor and review risk assessments and risk management plans for members and provide positive behaviour support to members, using appropriate strategies, role modelling and practices and support to other staff and volunteers to do so
12. To work alongside the employment support worker in supporting members to enable them to progress towards work/supported employment.
13. To ensure the safety, security and well-being of members ensuring they are fully safeguarded, comply with all relevant policies and procedures within Outside the Box whilst enabling and empowering them to make choices and access new experiences
14. To maintain confidentiality at all times in line with Ilkley Community Enterprise policies.
15. To develop, operate and maintain robust record keeping procedures in line with relevant data protection and confidentiality requirements, ensuring accurate and up-to-date records including individual member files, daily and weekly logs, achievements and significant occurrences
16. To contribute to service planning, reviews and reporting in line with the requirements set by the Outside the Box Manager and Management Committee
17. To comply with all relevant policies, standards and procedures including health and safety, safeguarding, food hygiene, risk management, accident and incident reporting
18. To liaise with other staff, volunteers and members and ensure good communications are maintained at all times
19. To report any risks, concerns, issues and service improvement needs to the relevant manager
20. To provide regular verbal and written reports to the Manager and input as required to reports to the charity's Management Committee
21. To respond flexibly to the changing needs of the service as required.

Person specification

The table below identifies the essential and desirable skills, qualifications, experience and personal qualities required for the role/s.

Essential	Evidence
Minimum 1 years experience of successfully supporting adults and young people with learning disabilities/others with additional needs	Application form, letter of application and interview
Knowledge of and commitment to person-centred approaches to supporting vulnerable/disadvantaged people	Letter of application & interview
Experience of working with and/or supporting volunteers	Application form, letter of application and interview
Excellent organisational and time management skills and ability to manage a diverse workload/prioritise effectively	Letter of application and interview
Passion for developing others and effective interpersonal style including: <ul style="list-style-type: none"> - able to lead by example in supporting others to fulfil their potential - excellent communication and facilitation skills - good team working skills and able to work on own initiative 	Letter of application and interview
Good administration and ICT skills (e.g. word processing, excel, email)	Application form, letter of application and interview
Desirable	
Teaching/training qualification (preferably post-16/Adult – can be working towards)	Application form
Knowledge and experience of working towards RARPA standards and requirements for adults	Application form and interview.

with a learning disability.	
Knowledge/experience of volunteer management systems (e.g. databases)	Letter of application and interview
Experience of developing employment opportunities for people with learning disabilities/those facing labour market disadvantages	Application form, letter of application and interview
Experience of working in/with community based organisations & businesses	Letter of application and interview
Experience of marketing and promotion e.g. newsletters, press releases, events	Letter of application and interview

Additional Information

- Hours on offer may be through the day, evening's or weekend work, flexibility will be required in the hours you are available.
- Note that as this post will have responsibility for working with vulnerable adults it is subject to an Enhanced DBS check.

Applying for the post

To apply for this position please send:

- A letter of application setting out why you want the position, how you meet the requirements of the person specification and what you will be able to contribute to Ilkley Community Enterprise Ltd (no more than 2 sides of A4)
- A completed application form

To: **The Manager**
Outside the Box Café
Ilkley Community Enterprise Ltd
2-4 Bridge Lane
Ilkley
West Yorkshire

LS29 9HN

Applications can be sent as attachments to an email to cafe@outsidetheboxcafe.com

Closing date: Friday 29th @ Noon

Interviews will be held on Wednesday 4th October.

If you have any queries on this post or would like any further information please call Jenna Peel, OTB Manager on 01943 431173