Sanctuary Carr-Gomm

ENABLEMENT PROJECT WORKER – TEMPORARY 12 MONTH POSITION

THORNTREE, MIDDLESBROUGH

£8.99 PER HOUR, 37.5 HOURS PER WEEK

As an Enablement Project Worker you will ideally have previous experience of working with clients with Dementia. Through contact with both the client and their family, you will learn about each person as an individual to build a life story of the clients own history and background.

By looking at the person behind dementia you will tailor activities around the clients strengths and provide care and support appropriate to the individual needs, enabling them to maximise their own potential and level of independence. Taking a client centered approach to delivering support, we are looking for someone who prides themselves on having excellent interpersonal skills and the ability to form positive relationships with people from varied backgrounds.

The role involves reviewing and evaluating an individuals past life events to develop a personal biography. It is used to help develop an understanding of a persons' past experiences and how they have coped with changes in their life. You will be required to assess clients needs and produce comprehensive risk assessments, monitoring the service and providing accurate records and evaluations.

In addition you will also have the ability to learn new skills and work well as part of our committed and hard working team. Knowledge of Microsoft Word, Excel or similar is essential for this role as are good communication skills including clear written and spoken English. Experience of working in a Care environment is desirable.

Ideally you will be qualified to or with our support willing to work towards NVQ level 3 in Health and Social Care (or equivalent). Travel is a requirement of the role, therefore a full valid drivers licence and access to transport is desirable.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 28 days annual leave (including bank holidays) sick pay scheme and a loyalty bonus.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SCG1455.

Closing Date: 5pm on 14th March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent illegal working.
An enhanced police criminal records disclosure will be necessary in the event of a successful application which we will pay for.
Sanctuary Carr-Gomm is a trading name of Sanctuary Housing Association, an exempt charity.

INVESTORS IN PEOPLE

POSITIVE ABOUT DISABLED PEOPLE

Sanctuary Carr-Gomm

ROLE PROFILE REF: SSH16

Role Title	Enablement Project Worker
Reporting to	Local Service Manager
Role Purpose	To plan, lead and maintain Lifestory activities aimed at stimulating activity and to provide meaningful occupation for all clients as a group or individually.

Key Result Areas (KRA's set out the results that must be produced if the role holder is to be successful in the role. The priority for each KRA may vary from time to time)	**Key Elements** (Key Elements are indicators of performance required to achieve KRAs. The individual elements below may not apply in every situation, nor are they a complete list).	**% Time** (Current priority for each KRA)
Promote meaningful occupation and activities Deliver planned and activities with a person centred approach	• Establish rapport and build meaningful relationships with individuals • Ensure that activities are tailored around the person's strengths and not on weakness. • Gain knowledge about every individual and focus on life experiences and long term memories in order to promote good communication. • Ensure individual needs are identified when a person is unable to communicate verbally. • Meet with client and family, encourage and support to undertake life history work. • Ensuring that groups are therapeutic and avoid complications, being aware of a range of physical and mental conditions.	
Support the Individual Maximise the independence of the client	• Enable/empower clients to maximise their own potential/ level of independence. • Enable clients to access and maintain a level of integration within the wider community. • Place clients at the heart of the care/support provided. • Maintain choice, privacy, dignity and independence of clients.	
Ensure Health and Safety Ensure that the home complies with all relevant health and safety requirements	• Promote safe ways of working. • Be aware of health and safety requirements. • Carry out and monitor risk assessments. • Report faults and hazards • Test equipment before use • Adhere to the Health and Safety at Work Act	
Maintain Records Ensure accurate records are maintained	• Monitor and record activities. • Create and maintain initial and ongoing meeting notes with residents and families. • Maintain weekly attendance registers. • Maintain weekly events register.	

Competencies

(Competencies are a mixture of knowledge, skills and attitude which provide a clear description in simple language of what a person needs to be able to do to carry out his or her job effectively)

Core Competencies (Core competencies apply to all roles. They are common to everyone as they represent the behaviours and personal skills required from all staff)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Adapt to change *React positively and with enthusiasm to change and improvement. Be willing to adapt to differing work demands and situations*	2	• Prepare for change and its effects • Plan how to implement change • Set realistic time frame for change • Help others to accept change by consulting them and by explaining the need for change and its benefits • Let others know what's going on • Recognise the impact upon others • Deal effectively with objections/obstacles to change
Communicate well with others *Listen to the needs of others and convey information clearly and accurately*	2	• Listen to others and ask questions to clarify points and sum up to ensure others understand • Be clear, concise, precise, use plain language • Be positive and constructive even under duress; Keep cool under pressure • Put across complex ideas simply both orally and in writing • Show sensitivity and understanding in every situation • Prepare in advance for discussion, identify key issues and develop valid responses • Achieve a constructive conclusion, even in difficult situations • Effectively use a wide range of communication tools and techniques • Ensure that any special communication needs are met • Provide reasoned, logical argument
Get the best out of self and others *Continuously strive to improve ones knowledge, skills and abilities to produce the best results. Motivate, guide and support others to develop*	2	• Agree and set clear objectives for staff and carry out regular performance development sessions • Be fair, consistent and unbiased in managing staff taking into account their differing backgrounds, skills and experiences • Be approachable, supportive and keep confidences to build working relationships based on trust • Give credit where credit is due; make others feel valued • Know how to motivate people and build teams, create enthusiasm and commitment • Recognise potential in others and encourage self development • Provide regular constructive feedback
Impress the customer *Ensure service provided consistently meets customer needs*	2	• Encourage and support staff to be client focused and creatively deal with queries/issues • Seek and monitor satisfaction levels responding appropriately • Review existing practices and procedures in customer service to ensure they are accessible to everyone, take into account any special needs • Offer a responsible service tailored to client needs • Ensure delivery of a top quality service • Make clients aware of what else they might need or may be useful • Successfully attract new customer • Deal effectively with complex and sensitive issues
Work well with others *Contribute towards working as part of a team and involve others through liaising and building trust*	1	• Know when you have the power/authority to make decisions and when to seek help • Be flexible • Share credit and responsibility • Share ideas, skills and knowledge • Work towards the common goals of the team • Be prepared to listen and support other team members and staff in the wider organisation • Understand own/others roles and impact upon each other • Be aware of own role in organisation and how it contributes to organisation strategy

Role-specific Competencies (Role-specific competencies are those Competencies which may apply specifically to the role)	Level (The levels indicate the performance expected in this role)	Indicators of Expected Performance (A fuller description is contained within our Competency Framework. A copy can be obtained from a Line Manager when you start the job)
Create and develop new ideas *Continuously look for new solutions and innovative ways to improve working methods and procedures to carry organisation forward*	2	• Share ideas with others to stimulate discussion • Assess the viability of ideas and suggestions • Create, test and evaluate new, workable business ideas • Encourage others to challenge pre-conceived ideas • Look to other departments/externally for ideas and adapt them to suit the organisation
Plan and organise effectively *Plan, prioritise and think ahead to maximise efficiency and meet deadlines*	2	• Recognise restrictions of time and other resources • Know when and what to delegate • Set deadlines and short term goals for self / team • Estimate resources required accurately; identify availability and use time, money, people effectively • Use appropriate resources to maximum effect • Ensure action points are allocated and followed through

Expertise in Role (Role-related knowledge, skills & experience required at selection)

(Although all these requirements must normally be met on appointment, in special circumstances a candidate may be appointed who does not meet a particular requirement. This is providing that the shortfall can be made good in a reasonable time, and the candidate brings other skills, knowledge or experience which are valuable to the role and the organisation)

Clinical/technical skills/knowledge and/or functional experience for the role:

- Experience of working with older people
- Experience of working in a Care environment desirable
- Good communication skills including clear written and spoken English and non verbal
- Basic understanding of Health & Safety

Relevant clinical/technical, vocational or educational qualifications for the role:

- Level 3 Diploma in Health or Social Care or equivalent level of qualification or willingness to undertake further training.
- Extensive travel, Drivers Licence Required

Knowledge of software packages:

- Basic knowledge of Microsoft Word or similar
- Basic knowledge of Microsoft Excel or similar

Staff management skills/experience:

N/A

Initial Induction & Training Required

(Induction or initial training requirements including organisational and local knowledge, procedures, systems, contacts etc)

- Sanctuary Care Induction Programme undertaken
- Individual training in policies, procedures and service standards
- Establish relationships with key contacts
- Understands own role and objectives

Estimated time to complete initial induction & training 9 months

How would trained & proficient performance be displayed?

(After completion of initial induction & training and after a further period of time in the role (normally at least equal to the period of the induction and training), the role holder should be able to demonstrate the following:)

- Maintains consistent output
- Achieves expected objectives and consistently demonstrates competencies for the role
- Demonstrates an understanding of procedures/processes and applies these effectively
- Demonstrates an understanding of the role within the business objectives
- Keeps up to date with changes to work practices/initiatives and applies them
- Knows who to ask and where information/source of advice can be obtained
- Effectively handles requests/complaints within a set area of work

Significant Contacts

Significant Contacts indicate the level of responsibility for communication carried out by this role

Level	Description	Residents	%	Internal	%	External	%
1	Routine Information Exchange					✓	
2	Agreeing and Interpreting	✓		✓			
3	Leading and Influencing						

Working Environment

(Specific features of the working environment that distinguish the role from the general range of roles in the organisation)

- Scheme based throughout all units
- Flexible working hours
- Some travel, home visits
- Occasional external activities out of the Scheme

- Required to maintain a high level of confidentiality at all times