

## Support Worker

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Company: Northern Healthcare

Location: Chester

Category: other-general

We are excited to announce that we are now recruiting **full-time permanent support workers at our new site due to open at Chester**

At Northern Healthcare you can build meaningful relationships and a fulfilling career as a key member of our team. Our Mental Health Support Workers are at the heart of our services. Our team is special, and they help us to create mental health recovery services full of joy and laughter, whilst overcoming challenges together and lifting each other up.

### **Each day is different, and you help make it special:**

You will enhance the lives of our residents, support their families, and be an integral part of a wider mental health support network within your local community.

Our residents need support with daily living tasks such as cooking, appointments, medication and money management. You will help encourage and support our residents to re-learn skills and tackle new ones in a safe and supportive environment.

You will celebrate every step our residents take on their path to greater independence and mental health recovery no matter how small. Supporting them through difficult times whilst learning from your colleagues as part of a multi-disciplinary team.

### **Your experience:**

At Northern Healthcare all your individual experiences are valued.

You bring something unique to our team. Whilst of course, experience as a support worker or a level 2 Joining bonus is paid on completion of the successful probationary period.

### **Main duties of the job:**

### **Supporting you and your career:**

From day one we will help you find your feet, with our new induction programme, buddy scheme and virtual learning programme. We provide all the training you need to support your residents to take their next steps whilst developing your career, confidence and knowledge.

As an adult Mental Health Support Worker, you will complete a variety of training such as the Care Certificate, behaviour support and first aid. Many of our Support Workers have completed an Apprenticeship in Health and Social Care (Levels 2,3 and 5), business administration qualifications and management training.

The possibilities are truly endless for you as a Support Worker at Northern Healthcare. If you have the drive and dedication, you can progress through to Team Leader, Deputy Service Manager, Service Manager and onwards!

Not the route for you? No problem, you could become a Support Worker Champion in a specialised field, or if you're happy where you are then we can support you to thrive in your role.

Whatever your next step, we will help you get there.

### **Working for our organisation**

**Full-time Permanent 38.5 hours per week**

Competitive hourly rate of £11.60 p/hour

Rotational shift pattern 7.30am-7.30pm (day shifts) & 7.30pm-7.30am (waking nights).

Flexible working available

mandatory enhanced Disclosure & Barring Service check, prior to starting

minimum requirement of two references that must cover the last 3 years. If you have worked with vulnerable adults in the past we will be required to request references for each of these employers too.

### **Benefits:**

Joining bonus paid on completion of the successful probationary period

Company pension scheme

Free car parking (at most sites)

Free enhancement (DBS)

Blue Light Card (online offers and in-store discounts)+ insurance

25 days annual leave + statutory bank holidays

Refer a friend scheme - earn up to £250

Access to discounted products & services

Sovereign Healthcare Cover

Free Employee Assistant Programme - offering holistic solutions, physiotherapy, mental health support + workplace adjustments

Annual staff awards + employee recognition scheme

Monthly NHC Value Champion awards

Career development + job learning opportunities

Induction & buddy programme

Train towards NVQ in Health & Social Care

## **About us:**

Our teams are the people who make Northern Healthcare special. "Putting people first" isn't just a strapline - all our team members show it daily. Our services support adults with a mental health diagnosis, autism or learning disability 24/7 within our services or as part of an outreach programme.

## **Detailed job description and main responsibilities:**

### **Your responsibilities as a Support Worker**

Ensure that our service users are at the heart of everything we do.

Support and guide service users with day-to-day activities enabling them to be able to live a full and as independent life as possible. This may include help managing budgeting, domestic tasks, or meal preparation

Support and guide service users with grocery shopping and attending routine appointments.

Support service users whilst taking prescribed medication.

Support service users to be as active as they would like to be as part of their local community, whilst encouraging them to try out new things. These could include days out, family visits or arranging to go to college or use their local leisure facilities.

Regularly review support plans whilst ensuring that they are committed to working toward their needs and aspirations.

Working positively and collaboratively with other colleagues within the team

Work within and implement our policy and procedure, including confidentiality and safeguarding.

Escalate as appropriate any concerns or issues in a timely manner.

To maintain and keep accurate records whilst reporting in a factual and 'person-centred' approach.

Ideally, you will have some experience as a support worker or have gained your level 2 or 3 in Health and Social Care

## **Person specification**

### **Qualifications, experience and attributes**

#### **Essential criteria:**

The ability to be a good team player

Meeting our key attributes

Experience in mental health, learning disability and/or challenging behaviours

Evidence of working within a customer-centered environment

#### **Desirable criteria:**

Gained your level 2 or 3 in Health and Social Care or have training in relevant practical skills

Computer literate - knowledge of Excel/Windows Office software applications including SharePoint, Excel, Word

#### **About Northern Healthcare:**

Northern Healthcare is a specialist independent provider of enhanced supported living services for individuals who require enhanced clinical support due to a mental health diagnosis, learning disability or autism. We support over 150 adults across the UK in all aspects of their daily lives and mental health recovery. Currently our services are based across the North West, Cumbria, Yorkshire and the Midlands. We want to make a lifelong positive

impact to the quality of life of the people we support. We work hard with fellow adult mental health and social care professionals to ensure that Northern Healthcare is the right step for anyone coming to our services. We truly believe in treating each person as an individual and that starts with finding the best next step for them. We have developed a unique clinically led, recovery focused support model which provides individuals with dedicated 24-hour support in high quality accommodation. Residents are empowered and supported by our team to manage their own tenancy agreement with an independent housing association. Our experienced support teams, encourage and motivate our residents to take the next steps to reach their unique goals and aspirations. We are privileged to be able to support our residents and we are dedicated to growing our reach across the UK, improving our residents' quality of life and delivering the highest quality of care.

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