



## COMMUNITY SERVICE SUPPORT WORKER

### **OVERVIEW**

FEVACA are a family run Social Care organisation providing support and accommodation to young people across Suffolk, Cambridgeshire, Essex and Buckinghamshire. Despite growth over the recent years due to demand from councils, FEVACA hold the family run aspect close and ensure all our accommodation is a safe and comfortable home for the young people and staff alike.

This is a full-time position (part-time positions also available) with an annual wage up to £20,000

FEVACA can offer a fantastic and intensive learning programme which will develop individual skills in sessions including Safeguarding, Attachment Theory, Reflective Practice, Motivational Interviewing and much more. Our qualified, multidisciplinary team of Social Workers, Teachers and Health Practitioners ensures every member of the team is supported with regular supervision and team meetings. We offer an employee assistance programme which provides extensive 24'7 support in areas such as legal advice, childcare, personal matters and many more. In addition, we provide a comprehensive pension and financial advice service and the opportunity to develop and progress. You can find a full list of perks at the bottom of this role specification document.

Due to expansion, we are currently recruiting for Community Support Workers to join our close-knit team covering Bury St Edmunds and the surrounding area. This role will include lone and group working with a range of clients with various needs. The support team deliver a personalised service to our clients, delivering day to day interventions and building a positive relationship. Each member of the team is encouraged to be creative within their role and group reflective exercises within your team allow for continued personal development

The Support Worker will be responsible for providing a caring, person-centred service to our service users. We work with a range of individuals and provide to support with learning disabilities, epilepsy and other conditions. The Support Worker will be expected to work with the personalised care plan for the service users whilst working towards individual objectives. The main focus of the role is to promote the service user's progression, needs and wishes.

Due to the variety of needs of our clients, all FEVACA Community Service employees work flexible contracts which may cover various days of the week and times. A rota is released and reviewed frequently to confirm shifts. FEVACA are able to offer both zero-hour contracts and contracted hours to prospective employees.

### **Essential**

- Full UK Driving Licence and access to a vehicle for business purposes
- Positive and non-judgemental value base
- Genuinely caring, with a want to provide fantastic support to clients
- Good communication and general people skills
- Positive, with a problem-solving approach to challenging situations
- Reliable, with good time keeping



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- Interest in personal development, including attending training
- Good written skills and fluent English
- Confident with lone working

### Desirable

- Previous experience within a care role, ideally within a venerable adults setting
- Experience with manual handling objects and people, ideally with previous training
- Experience lone working with venerable adults
- Experience working with CQC regulations
- Experience writing reports, risk assessments and other documents
- Relevant qualification, for example Care Certificate, Level 3 Health and Social Care

### What can we offer you?

- Free DBS
- Pension scheme, with an employer top-up
- Perk box – offering discounts in several retails shops, cinema tickets, parking, insurances, etc
- Flexible working agreements available
- On call support 24/7
- Access to our employee assistance programme (free confidential advice, for work, counselling, financial wellbeing, childcare support, family issues, legal information, medical information)
- 28 days of annual leave
- Full and comprehensive training programme
- Ability to work additional hours
- Access to company vehicles
- Christmas party and other fun staff social events
- Mileage and expenses paid
- Family friendly
- Financial support to access further education relevant to the role
- Opportunities for internal progression

### Job Description

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Duties include:

- Aspects of personal care
- Organising activities based on the service user's preferences and interests
- Understand and implement all safeguarding related policies



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- Ensure the service user has a voice in their care and is involved in the decision making
- Communicate effectively with parents, relatives and the general community when appropriate
- Complete and contribute to paperwork, including daily records, risk assessments and weekly reports
- Regular lone working
- Provide support during seizures (specialist training is provided)

### Safer Recruitment Policy

FEVACA recruitment policies are in line with legislation and guidance related to the safeguarding and protection of children and vulnerable adults; including Safer Recruitment guidance 2007 and the Keeping children safe in education 2014.

Please note that all candidates must:

- Complete a good standard of application form
- Meet expectations in interview
- Complete an enhanced DBS check, which will be renewed every 2 years
- Provide evidence of their right to work in the UK
- Provide satisfactory references for 5 years or more (including most recent employer)



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