

Dear Applicant

**Vacancies for the Post of Care Support Worker**

Following your recent enquiry, please find enclosed an application pack in respect of the above post.

Please ensure you read through the application form thoroughly, paying particular attention to the person specification. Once fully completed please return your application to the address shown on Page 12. Additional information about Crossroads Care Bexley can be found on our website: [www.crossroadscarebexley.org.uk](http://www.crossroadscarebexley.org.uk)

Crossroads Care Bexley operates a rolling recruitment programme which means we shortlist all applications at the end of each month.

Applicants that have been shortlisted will be notified of impending interview dates. If you have not heard from us 6 weeks after your application you can assume you have not been shortlisted.

All applicants should be aware of the following:

1. Incomplete application forms will not be considered for short listing.
2. The organisation does not accept CV's.

If you have any questions or require any further help please do not hesitate to contact us on 01322 336086

Yours sincerely,

**Sarah Phillips**  
**Care Administrator**

## About Crossroads Care Bexley

Crossroads Care Bexley was founded in 1990 with a joint grant from Bexley Council and Bexley Health Authority. Since then we have grown extensively and are continually developing our services to meet the needs of Carers.

We are a registered charity and company limited by guarantee, and although completely autonomous we are affiliated with the Crossroads Association. Our purpose is to provide support to Carers and the person they care for in the borough of Bexley.

The support is given in the form of personal, practical and social care to enable Carers to have some 'time out' to themselves whilst the person they care for is supported by a fully competent member of staff with the knowledge and expertise in their particular disability.

Our Head Office is based in Erith and is open Monday to Friday, although the support we provide is unrestricted and can take place at weekends, bank holidays and overnights.

We are an equal opportunities employer in all of our work practices. If you are successful in your application you will be given a copy of your terms and conditions of employment, code of conduct, skills for care induction programme and regular supervision.

We require staff to have flexibility, reliability, commitment and a genuine desire to help others.

## Mission Statement

**Crossroads Care Bexley, promotes, offers, supports and delivers high quality services for carers and people with care needs.**

We support Carers of people affected with a diverse range of disabilities. We do this by providing trained Care Support Workers to support them in the home or on activities outside the home. This support means that the Carer can have a break from their caring duties so helping to relieve the stress and anxiety that often accompanies their caring responsibilities.

The support may be on a regular basis for an agreed number of hours each week or it may be on a more informal basis. Our aim is to provide flexible support at days and times convenient to the Carer.

The Board of Trustees are comprised of local people who fully support the aims and objectives of Crossroads Care Bexley. Some are service users, whilst others have particular specialist skills and commitment to support the organisation.

## Equal Opportunities Statement

Crossroads Care Bexley will ensure that the service we provide will be promoted and made accessible to all potential users regardless of race, gender, marital status, sexual orientation, age, ethnic origin, disability or health status.

We are committed to the principle of equal opportunity in the employment of all its employees and in the recruitment of future employees regardless of race, gender, marital status, sexual orientation, age, religion, ethnic origin or disability.

We seek to fulfil our aims regarding equal opportunities by applying its policies and practices which will ensure that individuals are elected, appointed, trained and promoted fairly on the basis or criteria relevant to job performance and in compliance with the objectives of the organisation.

Crossroads Care Bexley will take positive action to ensure that the services provided to users are sensitive and appropriate to their needs. Action will be taken to remove any discrimination where it is found to exist.

# Application Form

Post - Care Support Worker

## Personal Details

Surname ..... First names .....

Full Address

.....

.....

Post Code .....

Telephone: Home .....

Work .....

Mobile .....

E-mail .....

**Education and Training**

School/College/University Obtained/Pending	From / To	Qualifications
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Further Education other Training (including dates)

Do you hold a full current driving licence?    Yes    /    No    **(Please circle)**

**Experience and Skills (It is important to complete this section).**

Please give details of how your experience in your current or previous employment will support you in this application. Please remember to include any voluntary work or personal experiences that you have had in the past. Please make sure that you address each point in the person specification.

**Present / Most Recent Employment**

Name of Employer

.....

Full Address

.....

.....

Post Code.....

Telephone .....

Employed from ..... Employed to .....

Current Salary .....

Period of notice required .....

Please give a brief outline of your current duties/responsibilities.

Previous Employment - most recent first (continue on separate sheet if Needed)

Continued.....

Do you require a work permit? Yes / No

**References**

Please give the names and address of 2 people that we can contact for references. One must be your current or most recent employer.

**Relatives or friends are not acceptable.**

1. Name .....

Title .....

Address .....

Post Code.....

Telephone .....

2. Name .....

Title .....

Address .....

Post Code.....

Telephone .....

Can we take up references at this stage Yes / No (Please circle)

**MONITORING QUESTIONNAIRE**

The completion of this questionnaire is purely voluntary and in no way will affect your application for any post with us.

Crossroads Care Bexley is working towards being an equal opportunity employer.

In order therefore to have accurate information about our own performance we would be very grateful if you could complete this questionnaire and return it with your application form. The form will be separated from your application form prior to short listing.

POST APPLIED FOR: .....

WHERE DID YOU FIND OUT ABOUT THIS POST? .....

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COUNTRY OF ORIGIN (please tick)

BRITISH  EUROPE

OTHER (Please specify) .....

\*\*\*\*\*

SEX Male  Female

RACE Afro/Caribbean  Asian

Caucasian  Chinese

Other (Please specify) .....

ARE YOU REGISTERED AS A DISABLED PERSON? YES/NO

**REHABILITATION OF OFFENDERS ACT 1974 AND EXCEPTION ORDER 1975**  
Because of the nature of the work which you are applying for, you must provide information about convictions. Our power to require this lies in the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 which removes the normal operation of the Act in relation to specific occupations, including the provision of Home Care Services. In the event of being employed in connection with this application, any failure to disclose such convictions could result in dismissal or disciplinary action. *CROSSROADS - Caring for Carers* follows a Code of Practice about the

fair use of disclosure information, and a copy is available on request.

If you have no convictions please write NONE .....

If you have any previous or outstanding convictions, details of the type of offence, date, sentence, fine etc should be placed in a separate, sealed envelope which will subsequently be returned to you. It will **only be opened** if you are considered for the appointment. Such information will be completely confidential to the appointing panel. A criminal record will not necessarily be a bar to obtaining a position

*This section should be deleted for posts not exempted by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975*

## SICKNESS RECORD

Please indicate how many days you have taken in the last 2 years:

.....

## DECLARATION

I declare that the information on this application form is true and accurate, to the best of my knowledge:

Name.....

Signature: .....

Date: .....

If untrue or inaccurate information is recorded, any employment contract may be invalidated and the employee subject to disciplinary action or dismissal.

**Please return application form to:  
Crossroads Care Bexley Ltd, Pier Road Centre,  
42 Pier Road, Erith DA8 1TA**

## POLICY STATEMENT ON THE RECRUITMENT OF EX-OFFENDERS

- As an organisation using the Criminal Records Bureau (CRB) Disclosure service to assess applicants' suitability for positions of trust, CROSSROADS - *Caring for Carers* complies fully with the CRB Code of Practice and undertakes to treat all applicants for positions fairly. It undertakes not to discriminate unfairly against any subject of a Disclosure on the basis of conviction or other information revealed.
- CROSSROADS - *Caring for Carers* is committed to the fair treatment of its staff, potential staff or users of its services, regardless of race, gender, religion, sexual orientation, responsibilities for dependants, age, physical/mental disability or offending background.
- We have a written policy statement on recruitment of ex-offenders, which is made available to all Disclosure applicants at the outset of the recruitment process.
- We actively promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a wide range of candidates, including those with criminal records. We select all candidates for interview based on their skills, qualifications and experience.
- A Disclosure is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a Disclosure is required, all application forms, job adverts and recruitment briefs will contain a statement that a Disclosure will be requested in the event of the individual being offered the position.
- Where a Disclosure is to form part of the recruitment process, we encourage all applicants called for interview to provide details of their criminal record at an early stage in the application process. We request that this information is sent under separate, confidential

cover, to a designated person within *CROSSROADS - Caring for Carers* and we guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

- Unless the nature of the position allows *CROSSROADS - Caring for Carers* to ask question about your entire criminal record we only ask about "unspent" convictions as defined in the Rehabilitation of Offenders Act 1974.
- We ensure all those in *CROSSROADS - Caring for Carers* who are involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. We also ensure that they have received appropriate guidance and training in the relevant legislation relating to the employment of ex-offenders, e.g the Rehabilitation of Offenders Act 1974.
- At interview, or in a separate discussion, we ensure that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position. Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment.
- We make every subject of a CRB Disclosure aware of the existence of the CRB Code of Practice and make a copy available on request.
- We undertake to discuss any matter revealed in a Disclosure with the person seeking the position before withdrawing a conditional offer of employment.

**Having a criminal record will not necessarily bar you from working with us.**

This will depend on the nature of the position and the circumstances and background of your offences.



# Crossroads Care Bexley

## Care Support Worker

### Job Description

**Responsible to** : Care Administrator

**Probationary Period** : 6 months

**Responsible for** : The provision of care services to clients in their own homes, or on outside activities, which can be personal, practical, emotional and social care. The sole purpose is to provide high quality support in the form of short care breaks to enable the Carer to have a break by supporting the person with care needs, adhering to all quality standards of service provision.

#### **DUTIES**

##### Family/Individual **Related Tasks**

: Attend the homes of clients and perform duties as specified in the Individual Support Plan agreed with the Senior Management Team, Carer, and the person with care needs.

Listen to the directions and requests of both the Carer and the person with care needs and perform the duties consistent with their own wishes affording them respect and dignity.

##### **Personal and Social** **Care Tasks**

: Bathing in bed/bathroom/chair to include essential aspects of all personal hygiene.

Assist in the management of continence of bladder and bowel movement.

Assist with dressing and undressing.

Assisted mobility, using the correct specialised equipment provided and in line with current mobility transfers legislation.

Assist with feeding – (feeding via naso-gastric tube or gastrostomy will require training from registered body.) Assist with medication given from a labelled bottle/box as dispensed by a pharmacy and recorded on a medicine sheet.

Maintain a safe environment for those who need constant supervision and help

Reporting any incidents or accidents to the office using the agreed protocol.

Supervise the person with care needs outside the home with written permission from the Carer and person with care needs in line with the agreed Individual Support plan.

**Domestic Tasks** : Some light domestic duties may be carried out as follows:

Making and changing the cared for person's bed only.

Essential laundering for the person with care needs only.

Essential shopping (receipts should be obtained for all purchases and cash handling form used to record transactions).

Preparing a meal and washing up.

**Administration  
& Training**

: Adhere to Crossroads Care Code of Conduct policy

Adhere to the Personal Care Policy

Notify the office immediately if there is any change in your availability to work.

Observe and report back promptly to the office any alternation in the client's circumstances that may affect the service provision.

Liaise regularly with the office and colleagues, attending regular supervision sessions as arranged.

Provide flexible cover for colleagues in the event of holiday and sickness working as part of a caring team.

Attend regular staff meetings as convened by the organisation.

Complete and submit signed monthly time sheets / expense claims and record sheets by the specified date given.

Complete holiday/ incident/accident forms accurately, and submit promptly to the office.

Complete the skills for care induction programme and attend mandatory core training determined by individual training needs analysis.

## Person Specification

### **Essential**

:

Practical experience of working with Carers and the person they care for in diverse settings

Understanding of confidentiality and the ability to work to organisational policies and procedures.

Ability to relate to and work with a wide range of people.

Ability and willingness to work flexibly as part of the team.

Understanding of the needs of Carers and people with care needs.

Ability to work in a flexible manner and undertake a range of tasks.

Timekeeping and reliability.

Willingness to cover shifts for colleagues on Annual or Sick Leave.

Ability to work unsocial hours.

Good standard of physical fitness and health.

### **Desirable**

:

Relevant NVQ qualification in care.

Previous experience of work in health and social care.

Ability to speak other languages.

Car driver with own transport.