<table>
<thead>
<tr>
<th>Job Title</th>
<th>Southend Borough Council Health and Social Care Apprentice at Delaware House</th>
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<tbody>
<tr>
<td>NAS Reference</td>
<td>863058</td>
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<tr>
<td>Apprentice Level:</td>
<td>Intermediate/Advanced</td>
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<tr>
<td>Closing Date:</td>
<td>OPEN</td>
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<td>Interview Date:</td>
<td>October 2016</td>
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<td>Reports To:</td>
<td>Home Manager and Team Leader</td>
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<tr>
<td>Location:</td>
<td><strong>Delaware House</strong> – <strong>Southend Borough Council</strong></td>
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<td>Maplin Way, Delaware Road, Shoeburyness, Southend-on-Sea SS3 9PS</td>
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<td>Delaware House is a 24 bedded Residential Care Home in Shoeburyness. They</td>
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<td>provide long term care for older people with Dementia, especially those with</td>
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<td>severe level dementia and complex needs.</td>
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<td>We work closely with colleagues in the NHS e.g. Dementia Nurse Specialists,</td>
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<td>Dementia Intensive Support Team, District Nurses etc. We have a good rapport</td>
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<td></td>
<td>with Local GP’s and Hospital colleagues, working together to continuously</td>
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<td></td>
<td>improve local services for people with dementia.</td>
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<td>Delaware House is registered with the Care Quality Commission. They monitor,</td>
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<td>inspect and regulate health and social care services and we are inspected</td>
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<td>regularly by them.</td>
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<td>We work to the Fundamental Standards of Safe, Caring, Responsive, Effective</td>
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<td></td>
<td>and Well Led.</td>
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<tr>
<td>Pay:</td>
<td>£150.00 per week rising to £175.00 per week if the successful candidate is</td>
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<td>on track with their apprenticeship course after 20 weeks</td>
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Dream it  
Believe it  
Achieve it

**Hours Of Work:**
37 hours per week - including 7 hours at college

**Main Purpose Of The Job:**
To support residents in the maintenance of everyday personal skills such as eating, dressing, washing, hygiene and using the toilet. This will include hands on assistance using appropriate Safer People Handling techniques or equipment as necessary to meet the assessed needs of each individual within the agreed care plan.

**Key Responsibilities:**

1. To give emotional, personal and practical care to residents in accordance with assessed needs in order to maintain and promote physical and mental health. This will include hands on assistance using appropriate Safer People Handling techniques or equipment as necessary to meet the assessed needs of each individual. At all times respecting residents need for independence, dignity and privacy.

2. To work flexibly as a member of a team of care workers, carrying out the responsibilities of looking after the residents, contributing to the smooth running of the service.

3. To use a creative approach in helping people to retain or regain their leisure, social skills and interests in line with the care plan. Both on a one-to-one basis and if relevant assisting in small group activities. This includes helping residents maintain or regain contacts with relatives, friends and the local community.

4. To liaise on a daily basis with the designated team leader to receive allocated work information and to report relevant information or concerns regarding residents or matters affecting the service delivery.

May 2016

5. To offer support and encourage residents to make decisions based on informed choice, to promote self-advocacy or use of an advocate, aiming at all times for them to achieve maximum independence.

6. To undertake written recording and reporting activities or incidents as required.

7. To participate effectively in regular formal structured supervision from the team leader/manager. In team and other meetings identifying and participating in individual development or other training opportunities in order to improve the competencies required to carry out the job effectively.

8. To be familiar with Health and Safety procedures and good practice. To implement these in all aspects of work. Ensuring that they are promoted in the team and workplace.

9. Southend-on-Sea Borough Council has a zero tolerance policy towards abuse. As an employee, you will be committed to social justice to report and respond to any/all
cases of suspected abuse in line with the SET (Southend, Essex and Thurrock) Safeguarding Vulnerable Adults Guidelines.

10. To be familiar with the Comments, Compliments and Complaints Policy and Procedure and good practice relating to this. To implement this in all aspects of working practice and promote it in the team and workplaces. This includes encouraging residents, relatives and carers to have a voice in the provision of services also acting as an advocate as appropriate.

11. To contribute to a culture within the department that values people for their positive contributions to work and encourages and supports high standards of interpersonal behaviour and professional performance.

12. It is imperative that the post holder ensures that confidential information, which is made available to them to undertake their duties or is otherwise known to them, is kept confidential and secure at all times.

13. To participate effectively in regular formal meeting with a designated mentor/contact person either weekly/monthly as agreed.

14. To be familiar with the Southend Borough Council Social Media Policy

Standard phrases:
- To be familiar with Equal Opportunities, Good Practice and with the Council requirements for Diversity, and to implement this in all aspects of working practice and promote it in the team and workplace.
- Promote and work in line with the principles of the Data Protection Act’
- This job description does not form part of your contract of employment.

Behavioural Attributes:

**Think Service User**
Runs a service that has its’ Service Users at the centre of all activities. We deliver to the diverse needs of its customers and where appropriate, encourage social inclusion. Proactively and regularly gathers feedback from Service Users, Carers and community to improve future developments. Works in the best interests of Service Users to empower people to live a life free from abuse.

**Strategic - Thinking about the future**
Ensures that the main strategic priorities are translated into clear objectives. Effectively describes and communicates what the future will look like. Takes calculated risks for own business area. Ensures they do the right thing for the Authority, not just their service area. Helps others to find value for money ways to continuously improve the service. Anticipates the need for change and proactively introduces systems to ease and support transition. Maintains a clear sense of purpose and direction during periods of change. Listens to the opinions of others when planning to implement change.
Leading your way forward
Creates a sense of self belief, energy and pride in others about what we are setting out to achieve.
Adapts delivery style to increase personal impact and effectiveness.
Plans communication effectively using inclusive, simple, jargon-free language.
Acts as a role model in providing timely, open, honest communication.
Ensures team are focused on the contribution they must make.
Handles sensitive issues constructively to resolve conflict.

Delivering - Own your part in delivering results
Manages demanding workloads and meets commitments.
Ensures the team receives sufficient resources and backing to deliver against objectives.
Manages performance robustly.
Overcomes obstacles to achieve team’s objectives.
Takes considered risks, using initiative and flexibility to deliver.
Drives initiatives through to completion.

Team - Be one team
Creates an inclusive working environment that values everyone’s contribution.
Coaches others in developing and maintaining effective relationships and team working.
Works hard to understand the culture of our own and partner organisations.
Develops and nurtures networks within and outside the organisation.
Seeks opportunities for further collaboration across the Borough.
Highlights and celebrates success.

People - Being the best you can
Creates opportunities for self and others to acquire and apply new skills.
Allows the team and individuals to be creative in how they work.
Promotes a culture of trust, where honest and constructive feedback is sought.
Ensures people grow and develop by applying effective people management.
Supports others by coaching and mentoring.
Involves individuals in setting appropriate personal development objectives.
Provides agreed development opportunities.

Disclosure & Barring Service:
This role requires an Enhanced Adults barred list from the Disclosure & Barring Service Check.

Responsibility for resources:
- Ensure the security of the home is maintained
- Responsible for all equipment

How To Apply:
Please email businessinfo@southend-adult.ac.uk for an application form or call the number below for further information.

Tel: 01702 445736

This is an Apprenticeship which is government funded for 16 to 24 year olds but open to applicants of all ages.

The National Minimum Wage (NMW) for Apprentices is £3.30 per hour. This applies
to 16-18 year old Apprentices and those aged 19 and over in the first year of their Apprenticeship. For all other Apprentices the Apprentice National Minimum wage appropriate to their age applies.

The Wage for Apprentices applies to both time spent on the job plus time spent training. We welcome applicants regardless of gender, disability, age, ethnicity, sexual orientation or faith.

We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share this commitment and that staff can study and work in an environment free from harassment and bullying.