

Thank you for your interest in working with us

At mcch, we support people with mental health needs, autism or learning disabilities. With over 25 years' experience and an excellent reputation for delivering personalised quality support, mcch is the provider of choice for over 1700 people across the South-East of England.

We welcome applications from individuals who share our values and standards, and who are committed to making a real difference to people's lives.

Enclosed in this pack

- ▶ Job Description
- ▶ Person Specification
- ▶ Working for mcch – Benefits Summary
- ▶ Working for mcch – What our Staff Say

The Application Process

- ▶ Please complete the online application ensuring that you complete and upload the relevant documents, and answer the relevant questions.
- ▶ Unfortunately if your application does not include the required information we will be unable to process your details and unfortunately your application may be rejected.
- ▶ Please make a note of the relevant reference number on your application and have this to hand if you need to contact us.
- ▶ The successful candidate must be legally entitled to work in the UK and be able provide mcch with accepted documentary evidence of this before start date. A Disclosure and Barring Service Check, 2 satisfactory references and Occupational Health Clearance will also need to be completed prior to starting.
- ▶ You can keep track of your application by logging in to your account at any time.

If you have a query on the application process, please telephone the HR Shared Services Team on **01622 722400** with your job reference number.

We look forward to receiving your completed application

Relief Support Assistant

Purpose of the Job

To support individuals to develop skills to enable them to live and enjoy their life in a manner that is personalised to their wishes, needs and aspirations. To follow direction from the individual themselves and the Personal Assistant/line manager in line with their personal support plan. Enable the individual to live their chosen lifestyle whether that be within registered care, supported living or within the community. To contribute to each individual's achievement of independence.

Main Responsibilities of the Job

- ▶ To contribute to the independence and development of service users in promoting maximum participation with activities of daily living.
- ▶ To assist individuals in accordance with their personal support plan and risk assessments.
- ▶ To be aware of and implement safeguarding procedures on a day to day basis, promptly reporting any concerns and incidents
- ▶ Support individuals and promote their physical and mental well-being
- ▶ To maintain written records of support, including finance and H&S records as required
- ▶ To adhere to mcch policy, procedures and guidelines.
- ▶ To work within required legislation including CQC Essential Standards of Quality and Safety, To maintain confidentiality and respect the dignity and privacy of individuals in line with mcch policies and procedures.
- ▶ To work flexibly, to be on time and engage in a variety of tasks, including service user on call rota

Duties of the Job

- ▶ To work and communicate professionally
- ▶ To get to know individuals and how they want to be supported
- ▶ To communicate clearly, concisely and honestly to individuals and to colleagues about the support that is being provided/required using agreed forms of communication.
- ▶ To listen and seek advice when required to support decisions being made with the individual, following best interest principles as required
- ▶ To advocate for individuals on a day to day basis, supporting self advocacy as appropriate
- ▶ To provide skill development and support with daily living that may include, but is not limited to: -
 - Promotion of independence,
 - Shopping and cooking
 - Housework
 - Help to maintain the environment where the individual lives and get repairs done when needed
 - Personal care if needed
 - Managing medication in line with policy
 - Support them to pay bills and account for monies as appropriate
 - Assisting individuals with budgeting tasks
 - Understanding benefits
 - Being safe at home and in the community
 - Travel training and/or support to travel
 - Staying healthy
- ▶ Work closely with managers and colleagues to deliver support and care and ensure that tasks are not left undone.
- ▶ To be able to carry out some office based work which could include filing, report writing, handling money, telephone and computer work.
- ▶ To follow **mcch** policies and procedures and to ensure compliance with external policies and guidance relevant to the work you do.
- ▶ To participate in training and supervision to develop own skills and support provided.

Health & Safety

- ▶ To ensure familiarity with and understanding of the requirements of the organisation's health and safety policies and procedures;
- ▶ To attend all mandatory health and safety training courses;
- ▶ To follow safe working practices at all times;
- ▶ To use personal protective equipment where provided and required;
- ▶ To report all accidents, incidents or dangerous occurrences as soon as possible according to organisation guidelines;
- ▶ To maintain good housekeeping standards within the service location ensuring safe entry and exit are provided at all times;
- ▶ To ensure familiarity with the fire safety policy and understanding of the procedures for fire drills and evacuation of the premises in the event of fire.

Training and Support

- ▶ You will receive induction to mcch and to your job
- ▶ You will have a line manager and receive regular supervision
- ▶ You will be provided with training to enable you to do your job
- ▶ mcch will where possible and relevant to your job support you to further your training and learning.

The Right Person for the Job (person specification)

Criteria	Essential
Qualifications	Literacy and numeracy skills commensurate with the requirements of the mcch standard assessment. QCF or equivalent NVQ level II or a willingness to undertake QCF
Demonstrable Knowledge	Understands values and principles of mcch Understands challenges for people with disabilities. Knowledge of the benefits system for people with disabilities an advantage Understands the philosophy and culture of supporting people to have a quality lifestyle. Understands and willingness to follow safeguarding principles Understanding of health and safety
Skills/ Experience	Experience in related field is an advantage but not essential Good written & verbal communication skills Confidence in dealing with outside agencies Good literacy and numeracy skills Ability to use IT systems
Personal attributes	Reliable Honest Flexible Creative Able to take initiative Helpful... but not taking over Respectful Understanding and empathy A good listener and willing to learn
Behavioural Competence	Value Diversity Customer Focus Growing and Developing Working Together Quality Service

Working for mcch

Benefits Summary

As well as a competitive salary and pleasant working environment, you can expect:

- ▶ 25 days annual leave (pro rata for part time) plus bank holiday entitlement
- ▶ Role specific training and career development opportunities
- ▶ A full and comprehensive induction programme on commencement of employment
- ▶ Free DBS check which is renewed every 3 years
- ▶ Enhancements for bank holidays (double time plus time off in lieu)
- ▶ On call payments where appropriate
- ▶ Opportunity to join the mcch relief bank if you wish to work additional hours
- ▶ Pension scheme and life assurance cover
- ▶ Shopping discount scheme (www.ubenefit.org.uk)
- ▶ Free counselling service for employees and their families
- ▶ Car mileage allowance
- ▶ On the job training for relevant qualifications with our in house vocational development team
- ▶ Occupational sick pay scheme
- ▶ Childcare vouchers
- ▶ Work/life balance initiatives and flexible working
- ▶ Occupational maternity and paternity schemes

Working for mcch

What our staff say

The best thing about working for mcch is:

- ▶ I feel I make a positive difference to the people I support. I feel a sense of achievement. I am given opportunities to progress and currently doing my QCF
- ▶ The people I support. Nothing is better than going to work to see a smile because you have helped support that little bit extra.
- ▶ I have a job I love to do. I work with people that benefit from the work that I do with them
- ▶ My immediate colleagues. They make coming to work fun. I also like just getting on with the job
- ▶ Very good training, good ethics, listened to, staff who want to make a difference
- ▶ The support I have received from my Line Manager I have found to be really beneficial. This has enabled me to progress within the organisation
- ▶ The support you receive from your team, team leader and the wider company. It's nice to feel like a valued member of the team. The training provided by the company is of a high standard.
- ▶ I have been given the opportunity to work and grow my career within a caring organisation. This enables me to see Service Users, work colleagues and myself benefit from the supportive environment we work within
- ▶ Career progression within the company is really good and I have some good working relationships
- ▶ I feel valued as a person and for my skills and experience
- ▶ mcch values and commitments to service users
- ▶ A good reputable company with a modern outlook and service users' and staff needs are met
- ▶ Holiday Entitlement is good. Job satisfaction, flexibility

- ▶ I enjoy the team spirit and the respect for diversity in the organisation
- ▶ Seeing individuals achieve their goals. To see confidence grow, and lives moving forward
- ▶ Friendliness of colleagues and the company as a whole from the moment that I joined.
- ▶ The flexible hours I get as a single parent and also how the organisation takes great lengths to see how clients in their services are well taken care of
- ▶ The job has given me a stable life and flexible hours to fit around my children
- ▶ Being able to balance work and family life
- ▶ My work colleagues are always there to help and to offer support when needed.
- ▶ Openness of management as well as the effort to foster better teamwork
- ▶ Working with motivated talented people who are passionate about working with vulnerable adults
- ▶ I work in a very strong team and feel I can totally rely on them as they could on me.
- ▶ Flexible working hours around other commitments. Being able to work autonomously and independently. Gaining extra experience in the field I am interested in.
- ▶ A good company to work for and I feel like I am valued in my workplace.

Source: mcch staff survey 2014