



## Being a Support Worker

Job description, person specification and other information on why joining the Dimensions team is a great choice to make!



# Welcome

As one of the country's largest not-for-profits, we are driven by our values. People with learning disabilities and their families are at the heart of everything we do and we want every person we support to have a great life, with excellent outcomes. We couldn't achieve that without all the great support workers who join our Dimensions team. It all starts with you!

There is no such thing as a 'typical' support worker. Colleagues range from school leavers who want a job that involves helping people, to those who want a change of career, to experienced support workers wanting to work for an organisation that truly places the people it supports at the heart of all it does, to those coming to the end of a completely different career who want to give something back to their community.

The one motivation that links everyone is a desire to work with people, to make lives better and to help people to learn something new or take new steps towards independence. Our support workers certainly don't see what they do as 'just another job'.

## Our values

We are a values based employer. We shortlist and appoint candidates based on how they demonstrate that they share our values:

- **Ambition:** helping people be the best they can be
- **Courage:** being brave enough to make a difference
- **Integrity:** being honest and fair in all the things we do

- **Partnership:** working with other people to make a bigger difference
- **Respect:** treating everyone fairly and knowing that everyone's voice is important.

No matter what previous experience you have had, we can provide you with all the training needed to become a great support worker.

## Why Dimensions?

Why come to work for Dimensions in particular, when there are many other social care providers out there?

- One of the key answers to this is that we're an organisation that sets the standards for our sector.
- We can offer great opportunities for career development and offer sector-leading training programmes and qualification opportunities.
- We are an inclusive employer, valuing the diversity of our workforce, being respectful of differences and making reasonable adjustments to ensure people reach their full potential.

### Personalisation

Dimensions was one of the pioneers of personalised support. Person-centred thinking is a set of values, skills and tools to get to know someone and discover what they find important and what they want out of life.

- We also have a great range of employee benefits, from our Rewarding Dimensions discount scheme and our comprehensive Employee Assistance Scheme, to childcare vouchers, a bike to work scheme and loans for commuter season tickets.
- What's more, as a support worker, you will be joining Dimensions at a really exciting time. We are a social care provider at the very cutting edge of support provision with a genuine commitment to be the leader within its sector.
- We base what we do and who we are on our values, which are real and we genuinely care.
- You will be very welcome in the Dimensions team as a valued support worker.

Matching our employees according to cultural needs, preferences and beliefs, skills, hobbies and interests helps make sure we can deliver truly personalised support.

### Introducing Activate

We have created a new, award-winning model of support called Activate.

It is an evidence-based, outcomes-focused support model built around eight 'domains' of support, and brings decision-making closer to the people we support.

Activate involves teaching new skills and enabling people to try new experiences, which our research has proved is the best way to deliver measurable improvements in quality of life.

On top of this, colleagues who have used the Activate approach reported an increase in job satisfaction.





# What does it involve?

## Support worker's job description

### Introduction

Joining the Dimensions team as a support worker, you will be given support and leadership from a locality manager, assistant locality manager or, in their absence, a lead support worker.

### Purpose of the role

As a support worker, you'll be helping people you support to live the individual life they want, ensuring they have choice and control over the planning and delivery of their support.

### Core duties

No two days will be the same, you will enjoy variety and assist people in the following ways:

- Using Activate to set challenging goals in the eight key areas known to affect a person's quality of life.
- Supporting the person to reflect, learn and grow through each of the Activate domains using digitalised software (we will teach you how to do this).
- Recognising that every moment has potential.
- Recognising and celebrating what the person can do for themselves.
- Helping people learn the skills they need to live the life they choose.
- Co-producing and designing support in partnership with the people who are being supported, their families, and their support teams. This includes developing and delivering their support plan, and reviewing the support they receive against the Dimensions values.
- Supporting people with their medication.
- You will help the people we support to shop for things they wish to buy including their clothes and food, and to prepare their meals as required.
- Helping, encouraging, supporting and teaching the people we support to do their housework, including cleaning and laundry.
- Supporting and encouraging people to find opportunities in education, employment and leisure, and enable them to take part in these opportunities.

- Helping the people we support to manage their own money.
- Supporting people with their day to day travel arrangements and holidays as required.
- Working in a supportive manner with colleagues, families and external parties, building trust by being open and honest.
- Supporting, encouraging and teaching people to maintain personal and intimate care as required, such as dressing themselves, showering/bathing, using the toilet, etc.
- You will have to keep some written records, using IT systems as required to help you, including support plans, financial info and health and safety records.
- Complete all required training either by e-learning or attending courses.
- Adhere to our policies, procedures and standards as published. Keep information about the people we support, colleagues and the company confidential.
- Be able and willing to wear all necessary PPE (personal protective equipment) such as surgical facemasks, gloves and aprons as required by Dimensions policies.
- We want you to develop professionally as a support worker. This means that you are expected to get involved and contribute in meetings, work towards gaining qualifications about your work, attend training courses and be willing to learn new things and ways of working.

In addition to the above, a support worker is expected to:

- Be prepared to work flexibly. This could include working some weekends, waking nights or sleep-ins if required and bank holidays. This will be discussed with you during the interview process and you will be matched to people we support in line with hours and patterns of shifts you are able to work.

Please note that this is a generic job description and person specification and should be read in conjunction with the personalised advert for this vacancy, which will outline other more specific duties of the role and requirements of the candidate.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of Support Worker with Dimensions.



# Do you have what it takes?

## Support worker's person specification

Here is what we're looking for. Unless otherwise stated, we'll look for these qualities when we shortlist and then confirm them when we meet you.

### Ambition

It's essential that:

- You're committed to our values and the continuous improvement of our services.
- You can develop, with our support, motivating and enabling skills – for example, you can set challenging goals and have the ability to assist a person you support in making informed choices.
- You're able to listen to the people we support and demonstrate an understanding of what they are communicating. (This is checked at the interview stage only.)

### Courage

It's essential that:

- You're willing to work with people with a learning disability and/or communication difficulties.
- You're able to gain the skills to challenge poor practice and implement improvements.
- You're willing to work with people who require additional support because of behaviour that is challenging.

### Integrity

It's essential that:

- You're able to demonstrate a positive image of people with learning disabilities.
- You're able to communicate clearly, adapting what you say and how you say it so that each person can understand you.
- You're able to exercise confidentiality when supporting vulnerable adults – for example, financial and personal details.

### Respect

It's essential that:

- You understand and demonstrate the value and need to ensure people are treated fairly and with respect.
- You're able to work flexibly and to respond effectively to changes in workload and the needs of the people we support.
- You're able to demonstrate an understanding of our core values – including treating all people with dignity and respect.

### Partnership

It's essential that:

- You're able to demonstrate an understanding of the varying needs and requirements of people with disabilities.
- You have the ability to develop positive working relationships with all those involved with Dimensions – including those we support, families, carers, internal colleagues and external agencies.
- You're able to work as part of a team.

### Other requirements

It's essential that:

- You have basic computer literacy, are able to complete e-learning and can deal with Word documents and forms using a computer.
- You have adequate literacy and numeracy skills for basic forms, financial administration, petty cash and recording on medical charts etc. This will be assessed at interview and support provided throughout your probationary period if required.
- You're willing to undertake training.



## Our benefits

Our sector-leading package of colleague benefits really builds up... Your benefits can be worth up to £1,220 per year.

### Your reward

- Competitive salary.
- 30 days annual leave entitlement (including bank holidays), rising to 35 days.
- Pensions, including a money purchase scheme with employee and employer contributions.
- An occupational sick pay scheme.
- The opportunity for flexible working.

### Looking after you

- Free access to the Employee Assistance Programme (EAP) with a 24/7 helpline for advice – also available to family members.
- A comprehensive wellbeing strategy and listening network.
- Free death in service life assurance cover.

### Valuing you

- Discounts and cashback on shopping through Rewarding Dimensions.
- Recognition of excellence in our Inspiring People awards.

- £200 bonus for recommending a friend to work for us if they're employed.

- You may also benefit from a work mobile phone, our bike to work scheme, season ticket loans, and more.

### Your development

- We provide a thorough induction and training programme when you join us.
- In addition to regular 1-2-1s and annual appraisals, we'll help you develop and progress your career.
- We've invested to provide you with free, ongoing access to a huge range of training and support to help you develop.

### Moving on up

- We offer fantastic career development opportunities and have a 'promote from within culture'.
- Aspire, our award-winning career development programme, will support you to develop the skills, confidence and experience to progress your career within the Dimensions Group.
- We provide financial bonuses every five years through our Long Service Awards.



**"I love working for Dimensions and knowing that I'm making a real difference to the people we support every day.**

**With the range of benefits and the person-centred values of the organisation, I feel supported at work, while I'm supporting others."**



# Proving life can get better

Dimensions provides evidence-based, outcomes-focussed support including sector leading positive behaviour support for people with learning disabilities, autism and complex needs. We help the people we support to be actively involved in their communities.



## Contact us

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## Find out more

[www.dimensions-uk.org](http://www.dimensions-uk.org)

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August 2019

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