



First Wessex

PRIVATE & CONFIDENTIAL

«Title» «Surname»

«Address1»

«Address2»

«Address3»

«Address4»

Date: As Postmark

Ask for: Natalie O'Donovan

Tel: 023 8068 4494

Dear «Title» «Surname»,

Ref 495: Relief Care & Support Assistant

Thank you for your enquiry regarding the above vacancy. We have pleasure in enclosing an application form and information pack. To help with your application we have enclosed guidance notes for you to read.

First Wessex Housing Group is keen to encourage applicants regardless of ethnicity, disability, marital status, religion/belief, gender or sexual orientation. If you have a disability and there are arrangements we could make which would assist your application at any stage, please let us know.

It is our practice to only write to applicants that will be invited to attend an interview, therefore, if we have not contacted you within two weeks of the closing date, please assume that your application has been unsuccessful on this occasion.

If you would like to receive information in large or bold print, audio tape or translated into another language, or if you would like any more information about the post or the Group, please do not hesitate to contact me or visit our website www.firstwessexhg.co.uk

Please return your completed application to:

Natalie O'Donovan

First Wessex Housing Group

Charlotte Yonge House

Tollgate

Chandlers Ford

Eastleigh, SO53 3YP

If you require confirmation that your application has been received, please enclose a stamped addressed envelope with your completed application form.

Yours sincerely

Natalie O'Donovan
Recruitment Coordinator



FIRST WESSEX

First Wessex Housing Group was formed in 2005 when the Atlantic Housing Group and Pavilion Housing Group joined forces. In April 2007 Portsmouth Housing Association joined the group, making the First Wessex Housing Group one of the largest housing groups in Hampshire. In October 2009 we rebranded ourselves to create First Wessex. Our new mission statement is one team, one First Wessex

First Wessex comprises Atlantic Housing Limited, Pavilion Housing Association, Portsmouth Housing Association, First Atlantic Housing Limited, Fernhill Care Limited, First Wessex Property Services and Portsmouth Foyer.

Atlantic Housing Limited & First Atlantic Housing Limited: provide a full range of affordable housing including rented, supported, shared ownership and key worker housing. A large support portfolio includes housing for older people, extra-care housing, dementia care housing, housing for people with learning disabilities, people recovering from mental illness and some specialist accommodation.

Portsmouth Housing Association: provides high quality social housing in Portsmouth, Fareham, Gosport and Havant on a rental and shared ownership basis. We also provide a wide range of community regeneration services across South East Hampshire as well as tenancy support and welfare advice.

Pavilion Housing Association: the largest providers of housing association homes for rent in the Aldershot, Farnborough, Ash and Farnham areas.

Fernhill Care: provides care and support to residents of Eastleigh and Southampton. Providing care to clients both in their own homes and in Extra-Care schemes, specialising in domiciliary, extra- and dementia care. Through the provision of personal care and practical support, we help people of all ages to live as independent a life as possible, whilst remaining in the comfort and security of their own homes.

First Wessex Property Services: offers a range of contract services to maintain our customers' homes. These include general repairs and maintenance, electrical testing, gas servicing, internal and external modernisation, grounds maintenance, disabled adaptations and a bespoke Handyman Service providing maintenance support for vulnerable people. In addition, First Wessex Property Services provides a building contracting service to a number of blue chip customers.

Portsmouth Foyer: provides a unique mixed community for vulnerable young people aged 16-25 to move from dependence to independence by providing access to accommodation, employment and personal development with appropriate advice and support.

First Wessex supports **/N business for neighbourhoods**, which was launched in September 2003. It is an alliance of housing associations within the National Housing Federation working to create good neighbourhoods in cities, towns and villages across England.

Atlantic Housing and Pavilion Housing are members of the **Sapling** consortium which was set up to provide a solution to the growing shortage of affordable housing in the South East.

For more information see www.firstwessex.org

APPOINTMENT OF RELIEF CARE & SUPPORT ASSISTANT
THE BENEFITS OF WORKING FOR FIRST WESSEX HOUSING GROUP

As a good employer in the social housing sector, First Wessex Housing Group relies a great deal upon the goodwill, mutual support and co-operation of all its employees. Should you be appointed we hope you will play your part in helping us to be a happy and effective organisation by exercising these qualities.

In return we can offer you the following benefits:
(Figures correct as at 1 April 2009)

Care & Support Assistant

- Rate of pay: £6.99 per hour (includes rolled up holiday pay)
- £8.29 per hour for awake night duties (includes rolled up holiday pay)

Rowan Court Care & Support Assistant

- Rate of pay: £7.81 per hour (includes rolled up holiday pay)
- £8.29 per hour for awake night duties (includes rolled up holiday pay)

Full time, Part time and relief positions available. All hours will be worked on a rota basis, which will include some weekends and evenings.

All Posts

- 23 days' annual leave (pro rata for part time) plus pro rata entitlement to statutory (bank) holidays
- Flexible Retirement Plan operated by the Pensions Trust. The Group will contribute 6% of your annual salary and you will be expected to pay 4%, making 10% in total
- Private Medical Insurance operated by BCWA
- Uniform provided
- A free voluntary health check for your benefit
- An Employee Helpline is available for employees and their families to obtain free and confidential advice on work, home and personal issues
- Discounted Holidays from Thomas Cook Travel Agents.
- A commitment to the training, education and development of employees. We encourage and support all our care assistants to complete an NVQ Level 2 in Care.

Relief Posts

You will receive an additional 10% of the hourly rate in respect of rolled up holiday pay.

Additional Information

- All Care Assistants will require an Enhanced Disclosure to be obtained from the Criminal Records Bureau. This is because you will be working with vulnerable adults.

Schemes

- Rowan Court (Elderly Mentally Infirm Unit), Oakmount Avenue, Chandlers Ford, Eastleigh
- Fernhill, Oakmount Avenue, Chandlers Ford, Eastleigh
- Surrey Court, Surrey Road, Chandlers Ford, Eastleigh
- Laburnum House, Laburnum Road, Hedge End, Eastleigh

If you have a preference to work at a particular scheme, please state the scheme on your application form. Thank you.

HOW TO COMPLETE OUR APPLICATION FORM

We ask our candidates to complete application forms rather than requesting CVs because CVs do not usually cover all the information we need in order to decide whether or not to invite you for interview. Another advantage is that everyone's information is presented in a uniform way, making it easier to ensure that important details are gathered, such as specific qualifications that may be required and whether you are legally entitled to work in this country.

TOP TEN TIPS:

1. Please **don't send your CV** in place of the application form or write "please see CV" in every empty box. It is acceptable, however, to send your CV to *supplement* the information you have given or to refer to your CV for career history.
2. Take time to **read the supplementary information** sent in your application pack. It provides information about the context in which you would be working.
3. Ensure you read the **Job Description** and **Person Specification** fully before you complete your application form. Make notes as you read through the Job Description, think of examples of where you have undertaken those kind of tasks before. Have you undertaken a similar task that would help you to do what we are asking of you? Or, is there anything you don't understand or need clarification on? If so ring Human Resources and we will be able to give you some additional information. Make similar notes as you read through the Person Specification. Have you got the skills and experience we are asking for? Where did you gain that experience? Where did you practise that skill?
4. If you are handwriting your application form, prepare a **rough draft** before you complete the form. Not only will this avoid you making mistakes on the actual form, but it will help you to clarify your ideas.
5. Make good use of the "**Additional Information**" section. What you write in this space decides whether or not you will be shortlisted.
6. The Person Specification is split into sections. Take each section as a **heading** and write about your skills and experience in relation to the criteria we have asked for in that section (eg: Communication Skills).
7. Try avoiding using statements such as "I am fully competent in the use of excel spreadsheets". You should back this up with a clear and concise statement **using examples and explaining when and how you have used this skill** eg "*I am fully competent in the use of excel spreadsheets as I use them on a daily basis to record invoices and monitor budget information*". The examples you give do not have to be from a work background, as long as they are relevant eg "*I have excellent organisational skills, which I have been able to utilise recently when organising a five-a-side football tournament for 15 local teams. Not only did this involve organising*

everyone to be in the same place at the same time, but also organising which team should play which, winners' trophies and programmes for the day."

8. Please make sure you **relate your skills and experiences to those in the person specification**. We are looking for evidence of your achievements, motivation and attitude. Resist the temptation to describe each and every task or responsibility you have in your current role, for example: *"I am responsible for sorting the post, incoming telephone calls, visitors to reception, filing and photocopying"*. Instead think about how each task may relate to the person specification and use it as an example (as above). For example: *"I have good communication skills which I utilise on a daily basis, both speaking with customers over the phone to resolve their queries and face to face at reception", "I have good organisational skills which I use to prioritise my work, ie sorting the post in the morning to allow me to deal with filing and photocopying in the afternoon, however, I always deal with customer telephone calls and visits as the highest priority. My organisation skills have also helped me to develop a comprehensive filing system used by the whole team."*
9. Ensure you **address all areas of the person specification**. Equality and Diversity is often not addressed by candidates. However the ability to treat people as individuals and without prejudice as well as the ability to recognise the value of diversity are as much a requirement of the job as good communication skills and technical or professional skills..
10. Your completed form will be photocopied and **black ink** photocopies much better than blue.

FIRST WESSEX HOUSING GROUP

JOB DESCRIPTION

Job Title: Relief Care & Support Assistant

Post No:

Responsible to: Care and Support Manager Team Leader/Supervisor

Purpose of the Post: Act as carer as required, to assist the Care and Support Team Manager/Leader in monitoring and promoting the welfare and independence of tenants, including the provision of personal care and support as required.

Key Tasks:

1. Provide personal care for tenants to include assistance with dressing, bathing and toileting and the prompting medications in accordance with written procedures and the instructions of the Care Plans.
2. Provide support for tenants to include assistance with cleaning, shopping, collection of pensions and prescriptions and assistance with other household chores.
3. Assist in providing meals and hot drinks for tenants.
4. Assist in promoting general social activities for tenants.
5. Maintain and update care and support plans under the guidance of the Care and Support Team Manager/Supervisor/Leader and ensure that all tenants are properly monitored in accordance with their needs.
6. Ensure that all procedural guidelines relating to care, support, administration and health and safety are observed.
7. Assist the Care and Support Team Manager/Leader in the maintenance and upkeep of the premises and all fixtures and fittings, including the tidying of communal areas.
8. Work in close co-operation with the Care and Support Team Manager.

General:

1. Carry out your duties in accordance with the Group's equal opportunities policy.
2. Provide a good level of customer care both within the Group and for the general public and external bodies.
3. Carry out your duties in a safe and proper manner both for yourself and for the well-being of others in accordance with the Group's Health and Safety Policy.
4. To take a 'continual improvement' approach to work, actively working in partnership with our customers and participating in service reviews and improvements.

Note: No job description can be entirely comprehensive and the job holder is expected to carry out other duties from time to time that are broadly consistent with the job description.

Prepared by: Extra Care Services Manager

Date: September 2009

FIRST WESSEX HOUSIUNG GROUP

PERSON SPECIFICATION

JOB TITLE: Relief Care & Support Assistant **SERVICE:** Fernhill Care Limited
SKILL SET: C

E = Essential Competency

D = Desirable Competency

<u>EDUCATION, TRAINING AND WORK EXPERIENCE</u>	E	D
NVQ Level 2 in Care or equivalent		✓
Food Hygiene Certificate		✓
First Aid qualification.		✓
Recent experience of caring for vulnerable people within the community.		✓

<u>TECHNICAL SKILLS</u>	E	D
Makes best use of appropriate equipment/commercial machinery and applies any training they may have had.		✓
Carries out their work in a safe and proper manner both for themselves and for the well being of others (wears appropriate safety shoes, uniform etc).		✓

<u>COMMUNICATION</u>	E	D
Communicates directly and confidently with colleagues at all levels, using the appropriate medium.	✓	
Sensitive when dealing with people from different cultures and backgrounds, able to adapt communication style appropriately and avoids using jargon.	✓	
Develops and maintains positive working relationships with customers and colleagues.	✓	
Deals with difficult situations in a firm but fair way.		✓
Demonstrates respect for residents' rights to privacy and confidentiality.	✓	
Able to write simple reports, and complete timesheets clearly and concisely.		✓

<u>TEAM SKILLS</u>	E	D
Willing and effective team player, but also works effectively on their own. Committed to joint aims and objectives.	✓	
Prepared to be flexible and help out where needed.	✓	
Establishes links with people in other service areas when necessary, and is keen to share ideas and exchange information.		✓

<u>PERSONAL QUALITIES</u>	E	D
Able to work on own initiative, self motivated, even when working alone.	✓	
Maintains stability of performance under pressure and or when facing opposition/conflict and responds constructively.		✓
Flexible and adaptable to change (e.g. change in regulations, hours, learning new skills etc.)	✓	
Motivated to provide a quality service.	✓	
Empathises with older people.	✓	
Reliable and committed to their work, rarely if ever late or absent.	✓	
Self-confident.		✓

<u>ORGANISATIONAL SKILLS</u>	E	D
Able to manage their time effectively, prioritise and complete practical tasks within deadlines.		✓
Works well under pressure, remaining focused, and if necessary, re organises deadlines or priorities.		✓

<u>BUSINESS AWARENESS</u>	E	D
Understands and fulfils their individual responsibility and accountability for Continual Improvement, Customer Care and Health & Safety.		✓
Suggests and/or initiates and evaluates change to improve service to customers.		✓

<u>EQUALITY & DIVERSITY</u>	E	D
Understanding of equality and the benefits that diversity can bring to the business..	✓	
Ensures that equality is promoted and discrimination is tackled, both in employment and in service provision.	✓	

<u>MOBILITY</u>	E	D
Own car and driving licence (Home Care Only)	✓	
Able to undertake moving and handling of older people (with training).	✓	

Prepared By: Extra Care Services Manager

Date: September 2009

FIRST WESSEX HOUSING GROUP **COMMITMENT TO EQUALITY & DIVERSITY**

You will notice that on the Person Specification of the job for which you have applied, it lists "Understanding of equality and the benefits that diversity can bring to the business" and "Ensures that equality is promoted and discrimination is tackled, both in employment and in service provision" as essential competencies. This is because at FWHG, equality and diversity runs through everything we do. It is therefore important to us that you not only know what we mean by equality and diversity, but that you are committed to it.

This, therefore, affects you irrespective of the job you are applying for. It is not just about the law that we must all comply with. It is about our attitudes and behaviour and the way we work with those we come into contact with, whether they are our colleagues, tenants, contractors, agencies or other customers.

All prospective employees must all understand and comply with the underlying principles of our Equality and Diversity Policy as the Group has a zero tolerance to any infringement of its equality and diversity policy and procedures. Our Statement on Equality and Diversity can be found on our website, if you would like a copy of the full Equality and Diversity Policy please contact Human Resources.

WHAT IS MEANT BY EQUAL OPPORTUNITIES?

"Equal opportunities" is **not** about treating everyone in the same way, nor is it about giving someone an unfair advantage or unjustified preferential treatment at the expense of others. Equal opportunities is about treating everyone **fairly** and ensuring that they have **equal** access to services and employment.

WHAT IS MEANT BY DIVERSITY?

Diversity benefits the whole community: The UK has a diverse population so it stands to reason that businesses with a diverse workforce are likely to attract a wider customer base; have the ability to recognise new potential markets and provide a better more tailored service to meet individual needs.

By aiming to employ people with disabilities, more women into male dominated roles (e.g. trades), more men into female dominated roles (e.g. care), gay men and lesbians, older people and encouraging a wider ethnic mix, the Group will have a workforce that is able to identify more closely with its customer base and draw from a broader range of perspectives.

Achieving equal opportunities and acknowledging diversity is dependent on everyone acting on the Groups ethos and values. Understanding their rights & responsibilities is part of everyday good management. Acknowledging and valuing the differences in our society, communities and workplaces will ensure that the Group achieves diversity.

CONTINUAL IMPROVEMENT

At First Wessex Housing Group we work hard to make sure we stay in touch with our customers' changing needs so that we continue to deliver the right quality service at the right time at a price they are willing to pay.

Our continual improvement approach means that we work in partnership with customers in a number of different ways.

- With Residents' Associations and Community Groups
- Tenants' Forum and Tenants' Consultative Group
- Customer Panel
- Focus Groups
- Through surveys and questionnaires
- Ad hoc Action Groups
- Traditional consultation and participation methods as well as
- Working with our internal customers in project groups across different services.

All the services we provide (both internal and external) are, on the whole, paid for through rent and service charges. This means that we must spend this money wisely, always ensuring that these services represent real value for money. We do this by challenging what we do, and how we do it, by competing and comparing with others both in the public and private sector to make sure we continuously improve.

To do this we place customers at the heart of everything we do – whether it's planning major home improvements, writing an individual's care plan, carrying out day-to-day repairs, letting homes, carrying out a major review of a service or providing support for other services within the Group. To help us do this in a consistent way, all our work is assured through our Quality Management System (QMS) to make sure that we deliver what we say we will, and when we said we'd do it.

Every single employee plays a major part in making sure we do this effectively. We can do a fantastic job throughout – but it only takes one person, one weak link in the chain, to let the whole organisation down. For instance – a customer orders a repair, everything appears fine - the right job is ordered, workers call at the right time, the job is fixed first time, but the satisfaction card has the deceased husband's name on it – what do people remember?

Everything we do as individuals reflects on the Group – whether good or bad – to our customer, **YOU** are First Wessex Housing Group and it's important you always deliver our promises and actively listen and hear what customers tell you.