



## Being a Lead 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!

If you are an experienced support worker or lead support worker wanting to work for a company that truly places the people it supports at the heart of all it does, then look no further than Dimensions.

The one motivation that links all of our colleagues is a desire to work with people, make their lives better and help them to learn something new or take a further step towards independence. Our lead 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.

## 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.

- 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 lead support worker.

### 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.

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?

### Lead support worker's job description

#### Introduction

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

#### Purpose of the role

As a lead support worker, you will assist the locality manager and assistant locality manager in maintaining a high quality of support, acting as a role practitioner, coaching and mentoring support workers and relief support workers to ensure the people supported achieve the outcomes identified within their support plans.

#### Core duties

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

- Fully understand the support needs of the people you support and their families, maintain appropriate records for these two groups, and be a role model of good practice.
- Use Activate to set challenging goals in the

eight key areas known to affect a person's quality of life.

- Promote Active Support and complete possibility analyses around all of the Activate domains (we will teach you how to do this).
- Recognise that every moment has potential and instill this in the culture of the team.
- Help people learn the skills they need to live the life they choose.
- Support with medication, organise stock control and ensure systems are safe,
- Participate as appropriate in relevant reviews at individual, team and service level and work to continually improve practice whilst challenging poor practice.
- Contribute and coordinate the wider team approach in meeting the needs of people we support.
- Coach frontline staff to develop the skills they need to deliver the best possible support, and provide meaningful and mindful feedback to members of the team.
- Support the locality manager and assistant locality manager in promoting and embedding

Dimensions values and standards, compliance with contracts and CQC/CSSIW regulations, ensuring adherence to Dimensions policies and procedures.

- Involve the people we support in the planning of their support. This includes developing and delivering their support plan, reviewing the support they receive against Dimensions' values and maintaining good working relations with their circle of support.
- Support people with their personal and intimate care as required. This includes supporting people to use the toilet, dress themselves, eat and drink, etc.
- 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.
- Help the people we support to do their housework, including cleaning and laundry.

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

- Be prepared to work flexibly. This includes working weekends, nights, bank holidays (including Christmas and New Year) and to do sleep-ins where required.

- Complete all of 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.
- Develop professionally as a lead 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.

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 lead support worker with Dimensions.





# Do you have what it takes?

## Lead 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 putting the Dimensions values into practice and the continuous improvement of services.
- You can develop, with our support, motivating and enabling skills – for example, leading the team to assist the people we support in making informed choices.
- You listen to the people we support and demonstrate an understanding of what they are communicating.
- You recognise development opportunities for yourself and others.

### Courage

It's essential that:

- You're able to challenge poor practice and implement improvements, being a role model for others.
- You can work with people who require additional support – depending on where you are matched, this could include additional support because of behaviour that is challenging.
- You can identify problems and know when to ask for support or help.
- You present a positive image of people with learning disabilities.

### Integrity

It's essential that:

- You can communicate clearly, both orally and in writing, adapting what you say and how you say it so that each person can understand you.
- You can record and present factual information systematically, accurately and honestly.
- You exercise confidentiality and best practice when dealing with vulnerable adults – for example, with 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.

### Other requirements

It's essential that:

- You have a level 2 qualification or diploma in Health & Social Care.

### Partnership

It's essential that:

- You understand the varying needs and requirements of people with disabilities, continually developing support plans.
- You develop positive working relationships with all those involved in Dimensions – including people we support, families, carers, internal colleagues and external agencies.
- You can work as part of a team.
- You can show your knowledge – through qualifications or experience – of supporting people with a range of needs, such as complex histories, health needs or behaviour that challenges.
- You have basic literary and numeracy skills for completion of forms, financial administration, recording on medical charts, etc.
- You have basic computer skills for e-learning, word documents, and forms on the computer.
- You understand the physical, emotional, intellectual and leisure needs and rights of people with learning disabilities.
- You are currently (or previously) up-to-date with essential training for CQC/CSSIW requirements.





## 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

Email: [resourcing@dimensions-uk.org](mailto:resourcing@dimensions-uk.org)

Telephone: 0300 303 9019

## Find out more

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

Find us on social media @DimensionsUK

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Dimensions (UK) Ltd is a charitable registered society number 31192R.  
Building 1430, Arlington Business Park, Theale RG7 4SA.