

discovery

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# Being a Relief Support Worker

Job description, person specification and additional important information

# Welcome

As part of 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 and relief support workers who join our team. It all starts with you!

There is no such thing as a 'typical' relief 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 and relief support workers certainly don't see what they do as 'just another job'.

## Our Values

No matter what previous experience you have had, we can provide you with all the training needed to become a great relief support worker. We are a values based employer. We shortlist and appoint candidates based on how they demonstrate that they share our values:

### Courage

being brave enough to make a difference

### Respect

treating everyone fairly and knowing that everyone's voice is important.

### Integrity

being honest and fair in all the things we do

### Partnership

working with other people to make a bigger difference

### Ambition

helping people be the best they can be



# Active Support

Discovery have made a commitment to introduce Active Support as we know from the research conducted, that it improves lives and also increases the engagement of colleagues.

Active support is a way of providing assistance to people which focuses on making sure they are engaged and participating in all areas of life. The active support approach, which is fundamental to the way we provide effective, person centred support.

Active support ensures that colleagues provide the right kind of support, and that they make the most of every opportunity. And, if a person engages in behaviours that challenge, positive behaviour support is used to minimise any impact on quality of life by enabling people to continue to take part in meaningful activity.

# Investing In You

Our sector-leading benefits package really adds up. As a relief support worker, you can benefit from:

- **Everyday Heroes**
- **Our colleague recognition scheme**
- **An opportunity to be part of our Colleague Voice forum**
- **For every compliment received from external contacts you'll receive a £10 voucher**
- **Pensions scheme**
- **Occupational sick pay**
- **10% enhancement for night shifts**
- **Sleep-in payments of £30.50**
- **ComputerShare - offering exclusive employee discounts from 100's of retailers**



# What's involved?

Joining the Discovery team, you will be given support and leadership from your Locality Manager or Better Practice Lead. As a relief support worker, you'll be supporting people to live the individual life they want, ensuring they have choice and control over the planning and delivery of their support. You'll be providing Discovery with a flexible source of support to help fill vacant shifts and will be instrumental in fulfilling additional support needs, or other tasks which may arise. No two days will be the same. You could be:

- Using Active Support to set challenging goals to improve a person's quality of life
- Recognising things that the person you support can do for themselves
- Helping people to learn the skills they need to live the life they choose
- Supporting people with their medication
- Assisting with managing money, preparing meals and shopping for clothes and food
- Helping the people we support to do their housework
- Supporting people to find opportunities in education, employment and leisure
- Assisting people with their day-to-day travel arrangements and holidays as required.
- Working in a supportive manner with colleagues, families and external parties, being open and honest.
- Encouraging and teaching people to maintain personal and intimate care as needed, which may include dressing themselves, showering/bathing, using the toilet.
- Be able and willing to wear all necessary PPE (personal protective equipment) such as surgical facemasks, gloves and aprons as required by Dimensions policies.

In addition, you will also be required 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 online training and courses
- Adhere to our policies, procedures and standards and keep information about the people we support, colleagues and the company confidential.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of relief support worker with Discovery.



# Do you have what it takes?

Unless otherwise stated, these are the qualities we'll look for when we shortlist, and look to confirm when we meet you.

## **Ambition**

- 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**

- 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 challenges.

## **Integrity**

- 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.

## **Partnership**

- 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.

## **Respect**

- You demonstrate that you can 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**

- 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 will be provided throughout your probationary period if required.
- You're willing to undertake training.



“ *Discovery is part of Dimensions who provide 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.* ”

Find out more

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

Or follow us on social media @DiscoveryLDA

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