

Date as postmark

Dear Applicant

Thank you for your recent interest regarding our current job vacancies at Opportunity Housing Trust.

Please find enclosed an information pack containing the following:

- Application form (to be completed and returned)
- Guidance notes on completing the application form
- Job Profile
- Person Specification (**please read carefully to ensure your application reflects the criteria**)
- Job Description

When filling in the application form, please ensure that you explain how your experience, which may have been gained by paid employment, voluntary work or through your life experiences, relates to the person specification. **Candidates will only be invited for interview if they meet the criteria on the person specification.** Additional sheets are encouraged in order to meet the criteria.

We would be grateful if you could return your completed application form and any other relevant information to the address below:

**OPPORTUNITY HOUSING TRUST
GROUND FLOOR
LIBRARY COURT
FAIROAK ROAD
CATHAYS
CARDIFF
CF24 4PX**

Closing date for applications: **OPEN ENDED – NO CLOSING DATE**

Thank you for your interest in our organisation and I look forward to hearing from you in the near future.

Regards

OPPORTUNITY HOUSING TRUST

GUIDANCE NOTES FOR COMPLETING YOUR APPLICATION FORM

Opportunity Housing Trust's Recruitment and Selection process aims to appoint the best candidate for the vacancy.

When you apply for a job, the application form plays a very important part of the selection process. The details you provide will determine whether or not you will be shortlisted for an interview.

Read through the application form and the person specification before you write anything. Do a rough draft first and make a copy of your completed application form.

COMPLETING THE APPLICATION FORM

COMPLETE EVERY SECTION OF THE FORM, particularly your full address and contact telephone numbers. If a section is not relevant then put a line through it so that we know that it has not been left accidentally.

Your application needs to show the relevant skills, interests and experience you have gained. Do not disregard any involvement that you have gained outside of paid employment such as community or voluntary work, or experience gained at home or through leisure activities. Always present evidence in a positive way (e.g. I was responsible for, I organised, I was involved with

You must aim to address all aspects of the person specification. If there is not sufficient space on the application form to complete your response fully, please continue on additional sheets. Remember to reference any additional sheets. Your reference number can be found on the front cover of your application form.

REFERENCES

It is a requirement of the Care Standards Inspectorate for Wales for employers to obtain satisfactory references. You must provide the names, full addresses and contact numbers of 2 referees. One must be your current or most recent employer/manager. The second can be a character referee who is a person that knows you well, such as a work colleague, but not a relative.

Also, if you have worked in other Care Sector organisations over the past 5 years, it is a requirement to obtain references. Please supply this information when completing the references section on the application form.

If you have no employment history, we must obtain references from your school, college or university tutor.

You must provide full postal addresses, including postcodes of both referees. Failure to do so will result in a delay in sending for your references as the Post Office require full addresses with postcodes.

INTERVIEWS

If you are successfully shortlisted, you will be invited to attend an interview. Once you receive the letter, please confirm you are able to attend or if you need to re-arrange. Interviews are normally conducted by 2 Appointing Officers who will ask pre-determined questions. The panel has to keep a record of their assessment of each candidate so that the reasons for their decisions are clear, consistent and justifiable. Do not worry about the panel making notes during the interview.

OPPORTUNITY HOUSING TRUST

“To empower and support people with a disability to enjoy a valued life in the community”.

Opportunity Housing Trust (OHT) is a non-profit making organisation serving communities across Wales. We provide support to children and adults of all ages all of whom have some degree of learning disability and some have additional needs due to their age, behaviour and physical problems. We also provide specialist support to people with Autistic spectrum disorders and people requiring respite services.

We were established in 1985 and have grown over the years to the extent that we now employ over 800 staff providing support to over 250 service users.

We provide support across 6 Local Authorities Cardiff, Bridgend, RCT, Caerphilly, Pembrokeshire and Ceredigion.

Opportunity Housing Trust is one of the biggest providers of support to people with learning disabilities in Wales and as an organisation our Corporate aims are to;

- Make a difference in people's lives, through a range of flexible and responsive care and support services, utilising appropriate technologies and resources.
- Continually improve our efficiency and effectiveness through innovation, quality assurance, good communication and partnership working.
- Develop a shared culture that defines what OHT is and what we stand for.
- Promote person-centred approaches in all aspects of our work, from planning and monitoring systems to HR, Finance and Admin processes, so that the people we support are able to achieve positive outcomes relating to their daily independence, inclusion and decision-making.

We strive to work to a set of key values which we believe underpin our ethos and culture:

- People with learning difficulties have a right to normal patterns of life within the community.
- People with learning difficulties should have the right to be treated as individuals.
- People with a learning difficulty have the right to the additional support they need if they are to develop to their maximum potential.
- Support should be provided in a safe environment that preserves dignity.
- We should encourage and support those who can do so to build their independence.
- We should promote the continued development of a high quality workforce.

The recently advertised positions form part of our plans to compliment our existing senior management team and to contribute to OHT's ongoing success and growth.

OHT aims to be at the forefront of providing unique person centred support to people with a broad range of learning disabilities

At a time when personalisation is high on the national agenda it is important for OHT to streamline its operations and measure qualitatively and quantitatively the difference we make to help people achieve their personal goals and aspirations.

Any one of the positions offers an excellent opportunity for you to demonstrate your passion and commitment towards OHT's aims and values either working collectively within a team or independently. We will offer comprehensive training for all new starters and continued support from your colleagues and managers.

If you would like to find out more by visiting OHT or be directed to someone who can discuss the opportunities in more detail telephone our HR Department on **029 20 236216**.

Enhanced Disclosure (Criminal Records Bureau)

It is important that you read the information below as all successful applicants will be required to apply for an Enhanced Disclosure.

As an organisation, OHT supports people with learning disabilities to live full and active lives as valued members of their community. People with learning disabilities are classed as 'vulnerable adults'. As an employer, OHT has an obligation to protect it's clients. The Criminal Records Bureau (CRB) has been set up to facilitate safer recruitment to protect children and vulnerable adults. **There will be a requirement for you to apply for an Enhanced Disclosure prior to commencing employment with OHT should your application be successful.**

What is an Enhanced Disclosure?

A disclosure is a document containing information held by the police and government departments. Enhanced disclosures are for posts involving a far greater degree of contact with children or vulnerable adults. It includes a check on local police records and will provide details of current and 'spent' convictions held on the Police National Computer (PNC) including convictions, cautions, reprimands and warnings.

What if I do have previous convictions?

In line with the principles of OHT's Equal Opportunities Policy, the organisation will not discriminate against anyone applying for a post who has disclosed details of any previous convictions personally or through an Enhanced Disclosure. The declaration of an offence by a potential employee or as disclosed through an Enhanced Disclosure, will not automatically result in the withdrawal of a job offer. The nature and seriousness of the conviction will be considered by the appointing officer and the Human Resources Department. Ex-offenders will retain the protection afforded by the Rehabilitation of Offenders Act 1974. However, the post for which you are applying is exempt from a section of the Rehabilitation of Offenders Act. Therefore, **any previous caution or conviction is not considered 'spent' and will appear on your Disclosure form. If an offence appears on your Disclosure form which you have not disclosed on your application form and at the interview stage, your application will be considered void.**

Can I refuse to have a Disclosure?

There is no general obligation to apply for a criminal record check. However, OHT retains the right to withdraw the offer of a position if a candidate declines to apply for a disclosure. This is because OHT is obliged under the Care Standards Act to undertake such checks for any potential employees.

Who will have access to my Disclosure?

Disclosure information is kept in securely locked storage and only those entitled to see it as part of their duties will have access. Once a recruitment decision has been made, OHT will hold the information for 6 months. Once this time period has elapsed, the document will be shredded.

What if I have applied for a Disclosure in the past?

Unfortunately, the new legislation does not permit us to accept Enhanced Disclosures from other organisations. Therefore, we **MUST** obtain our own Enhanced Disclosure **BEFORE** your start date can be arranged.

Terms and Conditions

Selection

People we support play an important part in helping us make selection decisions. All the information obtained during the selection procedure will be assessed and used in the final decision making process.

References/Checks

References will normally be taken up for a candidate once an offer of employment has been made.

Both referees should be previous employers including your present or most recent employer.

Please note that all offers of employment are subject to references, appropriate checks, and employment commencement dates will not be confirmed until all satisfactory checks are in place.

Salary and uplifts

The appointment will be made within the salary range advertised. Increments will be awarded to employees who meet performance standards every April until the top of the scale is reached.

Salary Arrangements

A recognition agreement exists between Unison and Opportunity Housing Trust and annual salary reviews are negotiated as part of this arrangement.

Salary is paid, on the 20th of each month (20 days in arrears the remaining days in advance).

Hours of work/Flexible working

These will be agreed at the interview stage of the recruitment process.

Probationary Period

A new entrant to Opportunity Housing Trust is subject to an eight month probationary period.

Medical Questionnaire

Please note that all offers of employment are subject to satisfactory health clearance.

You will be required to complete and return a health questionnaire to our Occupational Health department.

Proof of Qualifications

You will be required to provide documentary proof of examination success once appointed.

Proof of Eligibility to Work for Opportunity Housing Trust

All candidates are asked to provide documentary proof of their eligibility to work in accordance with Immigration (Restrictions on Employment) Order 1996.

Acceptable documents include:

- A passport showing that you are a British Citizen, or have the right to live in the United Kingdom.
- A document showing that you are a national from a European Economic Area (EEA) country or Switzerland. This must be a national passport or national identity card.
- A residence permit issued to you by the Home Office if you are from a EEA country or Switzerland.
- A passport or other document issued by the Home Office which has an endorsement stating that you have a current right of residence in the United Kingdom as the family member of a national from a EEA country or Switzerland who is resident in the UK.
- A passport or other travel document endorsed to show that you can stay indefinitely in the UK or have no time limit on your stay.
- A passport or other travel document endorsed to show that you can stay in the UK; and that this endorsement allows you to do the type of work you are being offered if you do not have a work permit.
- An application Registration Card issued by the Home Office if you are an asylum seeker stating that you are permitted to take employment.

If you are unable to provide any of the above, please contact the Human Resources department for advice.

Employee Benefits

Job Sharing

There is a degree of flexibility in carrying out the duties of the position(s) this allows you to balance your home and work life commitments (eg) agreed arrangements for working from home etc. In addition job share requests are considered and accommodated where possible

Childcare Vouchers

OHT are currently looking at introducing a Child Care Voucher Scheme

Holidays

Opportunity Housing Trust holiday entitlement starts at 20 days (pro rata for part-time and contract staff) and following five years service an additional 5 days are awarded.

In addition to the holiday entitlement there are 12 paid bank holidays.

The leave year starts on 1 April and ends on 31 March.

Pension

A valuable benefit available to most staff is the option of joining a group pension scheme. Opportunity Housing Trust makes a 6% contribution to the Scheme in addition to an employee's personal contribution. Consideration will also be given to a successful candidate continuing with a pension provision currently held with a local authority.

Training and Career Development

By investing in the training of its staff, Opportunity Housing Trust aims to

- provide a skilled and knowledgeable workforce which is able to achieve its objectives
- provide high quality services to service users.
- maintain and improve staff motivation and to foster employee job satisfaction.
- achieve a flexible, adaptable and multi-skilled workforce as a source for future recruitment needs.
- ensure that its Equal Opportunities policy is applied to all staff training activities.
- be an 'Investor in People' employer

Opportunity Housing Trust encourages all its employees to take advantage of training opportunities for their development at work. Study support is available for employees seeking to obtain relevant qualifications.

Where professional qualifications are a job requirement for a particular post or the qualification is directly relevant to the post we will reimburse the relevant professional membership fee. This benefit is subject to a cap and subject to approval.

Staff Development also provides opportunities for course sponsorship, work shadowing, secondments and work experience placements.

Company Sick Pay

We recognise that it is important for our employees to be reassured in times of illness and therefore offer a package that exceeds the statutory minimum.

Counselling Service

There are times when employees may seek some personal advice and support. OHT offers access to an independent counselling service for such times.

Eye Care

Employees who are regarded as a regular VDU computer user have the benefit of receiving a free eye test and a contribution towards their purchase of glasses/lenses.

Refer a Friend to OHT

We encourage employees to recommend people who they know to join us and enjoy a rewarding career. A payment of £100 will be made to you if you recommend someone to us and they successfully complete their probationary period.

Job Profile – Support Development Worker

£6.63 - £7.78 per hour (dependent on experience/qualification)

Extra Payment of £23.87 for Sleep/Wake Ins

Opportunity Housing Trust is a major social care provider in Wales, providing support to people with learning disabilities.

This role is an ideal opportunity for people who have experience in the field of learning disabilities to develop further knowledge and skills. It involves taking a supportive, and where appropriate lead role assisting individuals with the development, monitoring and review of their support services.

We focus on person centred support and involving people within all areas of decision making in their lives. Knowledge and experience of systems such as Person Centred Individual Planning, Structured Skills Teaching and Risk Planning would be advantageous, although support to develop your skills within this area will be provided by Line Management and colleagues.

A number of people need a minimal level of assistance with their everyday living. The emphasis of their support is on an emotional level providing people with advice, a listening ear and a “safe” and non-judgemental environment in which they can express their thoughts, ideas, achievements and fears. You need to be able to actively listen and respond appropriately.

As well as emotional support some people will require varying levels of physical support; this may involve assistance with communicating, eating, and personal care. You will be expected to provide this in a sensitive manner ensuring the person’s dignity and privacy is respected and maintained at all times.

An integral part of your role is the ability to work as part of a team and good written and verbal communication skills are essential. You will be in regular contact with families, advocates and professionals from external agencies, and will be expected to present yourself in a positive and professional manner.

Your Line Manager will provide regular support, training and supervision (both on an informal and formal basis) and comprehensive training will be available via internal services to ensure you have the necessary skills to fulfil your role.

Following successful completion of a probationary period you will be supported to work towards, and achieve a Level 3 in N.V.Q.

The posts include shift work, and you will be expected to work on a flexible rota including weekends and bank holidays. Sleep-in duties are required for which an additional payment is made.

SUPPORT DEVELOPMENT WORKER PERSON CRITERIA

When filling out your application form, it is important that you refer to the list below and provide evidence in each area:

You may need to add additional sheets into your application form in so that you cover each of the bullet points in detail in order to provide enough information.

Must have...

Experience

- 1 years experience and knowledge of working with people with learning disabilities or a similar client group e.g. mental health, elderly, etc.
- Experience and knowledge of Equal Opportunities and anti-discrimination practice.
- Experience of devising and monitoring support plans.
- Experience of following and implementing guidelines and procedures, e.g. work and activity plans.
- Experience of supporting people to liase with a range of people, e.g. families, GPs, other professionals and agencies.
- Experience and knowledge of teaching people skills & tasks, ie. active support etc.
- Experience of working in a team-based environment, e.g. past employment or voluntary work.

Skills & Knowledge

- The ability to demonstrate good communication skills, both written and verbal.
- Demonstrate an ability to help people to plan by gathering information and writing plans.
- Possess skills in basic household tasks, e.g. Cookery and maintaining a balanced diet, everyday household budgeting, DIY, household maintenance, gardening, hygiene, laundry, ironing and cleaning.
- The ability to demonstrate an ability to work on your own initiative and to use a common sense approach to solve everyday problems.
- Knowledge of Health & Safety in the home.

Attitude

- A willingness to participate in tenant based activities such as hobbies, interests, etc.
- A willingness to attend training events to develop your role within the organisation.
- Demonstrate a self motivated approach
- Must be committed to work towards the required NVQ qualification.
- Experience of issues faced by people with learning disabilities
- Views on issues faced by people with a learning disability

The above criteria is what you will be shortlisted on and successful candidates will have provided information on each of the criteria's.

OPPORTUNITY HOUSING TRUST

JOB DESCRIPTION

JOB TITLE:	Support Development Worker
GRADE:	Point 14 -20 (£6.63 - £7.78 per hour)
RESPONSIBLE TO:	Support Team Manager
SUPERVISED BY:	Support Team Manager or Assistant Team Manager.
HOURS:	As stated in contract of employment, to include evenings, Weekends, bank holidays and sleep-in duties.
BASE:	As stated in contract of employment.

JOB PURPOSE.

To work as part of a team in the provision of overall support and development to service users living in their own homes. The support will be provided in accordance with Individual need and in line with O.H.T's Code of Practice.

MAIN DUTIES AND RESPONSIBILITIES.

- 1. Responsibilities and Support to Service Users to include the planning and development for individual service users.**
- 2. Staff and Personnel Issues**
- 3. Household and Administrative Responsibilities**
- 4. Organisational Responsibilities.**

1.0 **RESPONSIBILITIES AND SUPPORT TO SERVICE USERS**

- 1.1 To provide continuity and consistency of support, both physical and emotional to service users, which reflect individual changing needs. The support should be provided in a manner that promotes independence.

Physical Support required by individuals **may include**; household and domestic tasks, shopping and diet/food preparation, personal hygiene, dressing and personal appearance.

Active Support. Service Users should where possible, be assisted to undertake most tasks themselves. The level of assistance of support will vary according to individual need. The main aim is for service users to participate as fully as possible in all tasks and activities inside and outside their home.

Emotional Support required by individual may include; the offer of support in a sensitive manner with the ability to empathize and actively listen. To offer advice and guidance to support service users to make informed decisions and exercise their rights.

- 1.2 To assist and encourage service users to become integrated members of their local community, by promoting physical and social presence in community based facilities. eg Educational, Occupational, Social and Leisure.
- 1.3 To act as appropriate role models, when supporting service users to participate in day and evening opportunities. Dressing and acting appropriately, to participate in such daily living activities.
- 1.4 To liaise with families, staff and relevant services to maintain a high standard of support and provision of a quality service to tenants.
- 1.5 To ensure that service users are encouraged and empowered, to express their opinions and views in all areas of decision-making, both at an individual and organisational level.
- 1.6 To monitor and maintain accurate records of income and expenditure for service users personal finances. To act as joint signatory for individual service users. As agreed with the line manager, to act as appointee for individual service users in line with O.H.T's finance policy.
- 1.7 To liaise with Service Users, Case Managers and Support Team Managers in relation to individual plans.
- 1.8 To take responsibility, as a **Link Worker** for the Development, Implementation and Monitoring of Active Support for tenants. Responsibilities will include:-
1. Individual Planning
 2. Activity and Support Plans
 3. Opportunity Plans
 4. Teaching Plans
- 1.9 To accompany service users on holiday by agreement with the line manager whilst ensuring compliance with the requirements / expectations of the post .

2.0 STAFF AND PERSONNEL ISSUES.

- 2.1 To participate and contribute to supervision and appraisal sessions, as a joint responsibility, with the appropriate line manager.
- 2.2 To attend and actively participate in both compulsory and relevant training events. To keep accurate records of training and personal development i.e. personal portfolio.
- 2.3 To identify ones own training needs in consultation with appropriate line manager.
- 2.4 To effectively communicate with the staff teams and colleagues, regarding issues relating to individual service users, the house and the organisation.
- 2.5 To participate and contribute to relevant team and area meetings.
- 2.6 To assist with the induction of newly appointed staff, as delegated by the line Manager.
- 2.7 To act as joint signatories to household accounts, as agreed by line manager.

3.0 HOUSEHOLD AND ADMINISTRATIVE RESPONSIBILITIES

- 3.1 To assist in maintaining accurate records; i.e. Service Users personal records, house records, communication books, diaries, food and petty cash expenditure.
- 3.2 To comply where necessary with the regulatory requirements of the Care Standard Act 2000.
- 3.3 To be familiar with the Health and Safety at Work Regulations, and to ensure effective implementation during a span of duty. To assist and liaise with team members in maintaining acceptable standards for the maintenance and security of the house. To report, and where necessary deal immediately with malfunctioning equipment.
- 3.4 To successfully undertake a medication proficiency test at least every twelve months. To update knowledge and understanding of policy change when requested.
- 3.5 To administer and supervise medication to tenants in accordance with O.H.T`s policy and procedures.
- 3.6 To successfully complete ISS training on request and demonstrate proficiency in using the techniques when required.
- 3.7 To have an understanding of all financial and administration systems in operation in the development, to ensure accurate records are maintained with house finances.

4.0 ORGANISATIONAL RESPONSIBILITIES

- 4.1 **Confidentiality**. To fully understand and observe all matters concerning service users and staff are kept strictly confidential to individual houses, staff teams, and the Trust. **Any breach of the above may be subject to disciplinary action.**
- 4.2 To have an understanding and commitment of O.H.T` s Code of Practice, and to be familiar with, and implement any individualised policies and procedures which may affect specific service users.
- 4.3 To be prepared to work at any of the houses within the Trust`s Operational area, on either a temporary or permanent basis.
- 4.4 To contribute to internal and external monitoring and review systems.
- 4.5 To have an awareness of, and comply with the Trusts` Equal Opportunities Policy.
- 4.6 To contribute to the development, understanding and commitment of O.H.T`s Operational Policy and procedures. E.g. membership and contribution to committees and working parties/groups.
- 4.7 To undertake allocated line manager duties, as agreed jointly with the appropriate personnel, for periods of annual leave and sickness etc.
- 4.8 Be prepared to accept other duties and responsibilities commensurate with the post in light of changing circumstances.

N.B This Job Description is subject to any reasonable adjustment in accordance with changing and developing needs of the service.

PLEASE NOTE:

IF YOU ARE RETURNING YOUR COMPLETED APPLICATION FORM BY POST, PLEASE ENSURE THAT YOU HAVE PAID ENOUGH POSTAGE, AS SOME APPLICATION FORMS REQUIRE MORE THAN THE USUAL FIRST CLASS STAMP.

IF INSUFFICIENT POSTAGE IS PAID, YOUR APPLICATION WILL NOT REACH US.

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TEL: 029 20 236216