

Dear Candidate

Support Worker

Thank you for expressing an interest in the above post. Please find enclosed an application pack containing the following:

- Role Profile
- Application Form
- Equal Opportunities Monitoring Form
- Guidance Notes
- Summary of Terms and Conditions
- Employee Privacy Notice

When submitting your completed application, please return the following documentation:

- **Your completed** Application Form.
- **Your completed** Equal Opportunities Monitoring form.

Please do not enclose your Curriculum Vitae.

Once completed your forms should be returned by email to recruitment@dpha.org.uk no later than **12 noon**, on **Monday 26 February 2024**.

Please note that applications returned after this time will not be considered.

Thank you for your interest in this post, we look forward to receiving your application.

Yours sincerely



Jess Shute
Corporate Services Assistant

GUIDANCE NOTES FOR APPLICANTS ON FILLING IN THE APPLICATION FORM

Please read these notes carefully – they are to help you make the best of your application.

1. DPHA will not accept or consider CV's
2. The Person Specification within the application form as well as listing the minimum essential requirements for this post, is very important. The selection panel will consider the information contained in your application form and will also pay particular attention to your responses on how you meet the specification, and this information will be used during the selection process.
3. The Selection Panel may find it difficult to make assumptions about the nature of the previous and current employment from a list of job titles. It is therefore important that you use the space provided to detail your experience and skills. Please list the name of the posts, the main duties of your previous posts and your reason for leaving in the appropriate section.
4. One of your references should be your current (or) most recent employer.
5. Paid employment or voluntary work is not the only indicator that you meet the requirements of the post. As long as you can demonstrate the relevance to the post, life experience and skills are just as important.
6. The content and quality of your application reflects your commitment to working with DPHA. Many applications are not considered beyond the shortlisting stage due to insufficient relevant information, lack of clarity and illegibility
7. If you are shortlisted for interview, the interview panel will wish to discuss the areas covered in the Person Specification in more detail. The questioning at interview will be designed to assess further how you meet the criteria in the person specification.

Role profile



Job Details

| | | | |
|-------------------|---|------------------------|----------------------|
| Job Title: | Support Worker | Service Area: | Care Services |
| Based: | Nairn / Shaftesbury Street complexes | Report to: | Care Service Manager |
| Grade: | TAS 3-4 (Dependent on qualifications) Salary Scale £23362 – £27440* *The post will be subject to inflationary increase as of 1 st April 2024 | Date Completed: | March 22 |

Job Summary:

The Support Worker role provides a care at home service by supporting and assisting Sheltered Housing tenants. As well as facilitating activities and encouraging participation within and out with the complexes, the Support Worker will ensure the care and safety of vulnerable adults while liaising with our partners within the Health and Social Care Partnership (HSCP) and other agencies to promote independence for tenants within their own home.

The Support Worker is responsible to the Housing Support Assistant then the Care Manager and ultimately to the Chief executive and Board.

Behaviours and Competences:

Our Organisational Competencies:

We want to be at the HEART of our community and have its needs at the HEART of all that, we do, and we have created a culture that reflects this:

| Here | Excellent | Accountable | Results | Together |
|---|---|---|--|--|
| Be here. Be available. Own issues. Find Solutions. | Be the Best. Create and tailor better services. Review and Improve. | Be open and honest. Be well organised. | Be at the top. Tell all how and what we are doing. Find ways to do better. | Be inclusive. Treat all with care and respect. Listen and act. |

We want our Housing Support Assistant to demonstrate the following behaviors and competencies

| | | | | |
|--|--|--|--|--|
| <ul style="list-style-type: none"> Listen to customers. Take initiative. Committed. Proactive. Put customers first. Deliver solutions. Self-motivated. Flexible. | <ul style="list-style-type: none"> Achieve Excellence. Customer Focused. Take personal pride. Self-aware. Technologically aware. Computer literate. Creative. | <ul style="list-style-type: none"> Take personal responsibility. Personally effective. Planning and prioritizing. Professional at all times. | <ul style="list-style-type: none"> Communicate effectively. Goal orientated. Strong work ethic. Builds constructive relationships. Performance driven. Respond to change | <ul style="list-style-type: none"> Inclusive. Team player. Collaborative. Listen carefully. Caring and Respectful. Create an environment of trust. |
|--|--|--|--|--|

Person Specification:

The essential/desirable criteria for this post are detailed below:

| | Essential | Desirable | Evidence |
|-------------------------------------|--|--|-----------------------|
| Education and Qualifications | <p>Educated to secondary school Level</p> <p>Level 2 in Health and Social Care (or equivalent)</p> | <p>SVQ 3 Health and Social Care</p> <p>Safeguarding of vulnerable adults</p> <p>First aid</p> <p>Health and Safety</p> <p>Food Hygiene</p> | Award Certificates |
| Experience | Experience of working in a social care environment or similar. | Experience of working with vulnerable clients/adults. | Application/Interview |
| Specialist Knowledge | <p>Health and Social Care Standards my support my life Principles</p> <p>SSSC Codes of Practise (SSSC)</p> <p>Understanding of the role and functions of inspection bodies</p> | | Application/Interview |
| Skills and abilities | <p>Effective listening and communicating skills.</p> <p>Good interpersonal skills.</p> <p>Efficient organisational skills to meet deadlines.</p> <p>Commitment to inclusion, Equal Opportunities and Anti-Discriminatory practice.</p> <p>Experience of assessing care-needs, report writing and maintaining case files.</p> <p>Ability to work well in a team, and on your own initiative.</p> <p>IT skills (MS office-internet-e-mail-virtual meetings.</p> <p>Dealing with sensitive information discreetly and confidentially.</p> <p>Take appropriate action and report any disclosures that puts an adult at risk.</p> | <p>Awareness of other services providers and organisations in the social care field.</p> <p>Understanding of the Risk Assessment process.</p> <p>Knowledge of funding sources.</p> | Application/Interview |

| | | | |
|---|---|--|--|
| | Prepare and take part in Care Inspection visits | | |
| A Disclosure Scotland check and registration with Scottish Social Service Code of Practise (SSSC) will be required for this post. | | | |
| Job Outputs | | | |
| Role output: | Includes the requirement to: | | |
| Duties | <ul style="list-style-type: none"> • Carry out daily welfare calls. • Carry out induction with new sheltered tenants at sign up (Sheltered Tenants Handbook). • Facilitate Bi-monthly meetings with sheltered tenants. • Provide personal care, medication and meal support when required. • Facilitate tea/lunch clubs within the complexes. | | |
| Care Service Standards and Quality | <ul style="list-style-type: none"> • Benchmark quality assurance procedures to the Health and Social care standards and SSSC codes of practise. • Ensure that tenants are fully involved in care plans/risk assessments and that standards of case recordings are continuously achieved. • Supervise/undertake care assessments and reviews as appropriate. • Ensure effective communications with tenant families/carers and support workers within Health and Social Care Partnership (HSCP) and other agencies. • Ensure that service users are fully consulted and involved in the design and implementation of activity programmes. | | |
| Administration | <ul style="list-style-type: none"> • Ensure that standards of the physical environment and communal areas are maintained to a high standard. • Ensure service compliance with health and safety standards and undertake risk assessments as and when required. • Attend care/staff team meetings as and when required. • Provide out-of-office hours support where required. • Ensure that stationery and cleaning supplies are maintained at appropriate levels. | | |
| Reporting | <ul style="list-style-type: none"> • Record and report any incidents, accidents, and identify notifications that have to be made to the Care Inspectorate. • Report and record Safeguarding information (Adult protection disclosures). • Update and review care plans for tenant's and update medication records. • Complete tenant's individual risk assessment risk assessments. • Be actively involved in the production of publicity materials. • Follow and implement the principles within The General Data Protection Regulation (GDPR). | | |
| Health and Safety | <ul style="list-style-type: none"> • Follow fire evacuation procedures. • Responsible for weekly health and safety checks. • Ensure all chemicals are used and stored safely according to COSHH. regulations and ensure Data sheets obtained. • Ensure the security of sheltered tenants keys. | | |
| Other | <ul style="list-style-type: none"> • Participate in fund raising events. • Conduct work activities with due regard to their own health and safety and to that of other employees and other persons who may be involved. • Always ensure confidentiality. | | |

- | | |
|--|---|
| | <ul style="list-style-type: none">• Ensure that all DPHA procedures are adhered to in providing a high-quality care service at all times.• Attend relevant training courses and seminars when required.• Undertake any other duties directed by the Care Service Manager. |
|--|---|

Interdependences:

- The Board
- Care Services Manager
- Housing Support Assistant
- Extended DPHA staff teams
- Tenants, owners, and other customers
- Contractors, suppliers, consultants
- Partner agencies: WDC, WDHSCP, Hospital Discharge Team, Occupation Health



SUMMARY OF EVH TERMS AND CONDITIONS OF EMPLOYMENT

| | |
|--------------------------|--|
| POST TITLE | Support Worker |
| GRADE | EVH TAS 3 - 4 (dependent on qualifications) |
| SALARY | Salary Scale £23362 - £27440 (pro-rata) You will be entitled to an annual increment on the 1 April if you have been in post for 6 months. |
| PLACE OF WORK | Shaftesbury or Nairn Street Sheltered Housing complexes. |
| HOURS OF WORK | 14 Hours per week, days shifts or back shifts Monday – Sunday Dayshift 8.00am-3.30pm Backshift 2.30pm-9.30pm |
| PAY | BACS payment direct into bank account on the 28 th of the month |
| HOLIDAYS | 25 Days Annual Leave (Pro rata) |
| PUBLIC HOLIDAYS | 15 Public Holidays (Pro rata) |
| PENSION | Automatically Enrolled in the (SHAPS) pension scheme if you meet the qualifying criteria* Ratio 1:2 Employee: Employer (min 6% max 12%) *(over 22, earn over £10k and under state pension age) |
| TRAINING | Fully committed to training and development and are accredited to Investors in People |
| PAID FEES | For relevant annual professional affiliations and cost or fees or paid for relevant vocational training and qualifications. |
| UNIFORM & PPE | Uniforms provided for Care Services employees and where required protective clothing or footwear is provided |
| SPECTACLES | Contribution towards the cost of prescribed spectacles in line with EVH guidelines |

Employee Privacy Notice

This notice explains what personal data we collect, when we collect it and how we use this. During the course of our activities, we will process personal data (which may be held on paper, electronically, or otherwise) about you and we recognise the need to treat it in an appropriate and lawful manner. The purpose of this notice is to make you aware of how we will handle your information.

Dalmuir Park Housing Association (“we” or “us”) is committed to a policy of protecting the rights of individuals with respect to the processing of their personal data and adhere to guidelines published in the [Data Protection Act of 2018 (the Act 2018)] and the General Data Protection Regulation (EU) 2016/679, together with any domestic laws subsequently enacted. We collect and use personal data for a variety of reasons.

We are registered as a Data Controller with the Office of the Information Commissioner (ICO) under registration number Z5642475 and we are the data controller of any personal data that you provide to us.

We collect the following information from you through a variety of resources (i) directly from you; or (ii) from third parties (including Employment Agencies, pensions services):

- Personal details (Name, Date of Birth, NI number).
- Contact details (Address Telephone Number E-mail address).
- Medical details including absence information, e.g., fit notes.
- Personal characteristics such as gender, ethnicity, disability, signature.
- Education history.
- Qualifications.
- Asylum status and your right to work in the UK.
- Criminal record declaration and PVG information.
- Photographs.
- Marital Status.
- Next of Kin/Emergency Contact details.
- Details of your Bank Account.
- The terms and conditions of your employment.
- Employment History.
- Passport details.
- Driving Licence details.
- Vehicle Enquiry notice.
- Driver declaration.
- Details of leave taken e.g. holiday, sickness absence, family leave and sabbaticals and the reasons for leave.
- Work Schedule and attendance at work/ time recording.
- Membership of Trade Union.

We collect and use the above information and personal data for:

- Administration of contracts of employment.
- Payment of salaries.

- Recruitment and selection.
- Pensions and associated benefits, appraisal, training and development.
- Membership of professional bodies.
- Managing attendance.
- Care Inspectorate / SSSC registration.
- Website and publications, notice boards (internal and external) and ID badges.
- Employee Development Scheme.
- Training and Development.
- Health and Safety.
- Equal Opportunities monitoring.
- Disciplinary and Grievance procedures.
- Making reasonable adjustments if you have a disability.
- PVG checks.
- Flexible working applications.

We may disclose to and share information about you with third parties such as pension providers, solicitors, occupational health providers, HMRC for the purposes set out in this notice, or for purposes approved by you, including the following:

- To process your monthly salary payments.
- To allow your pension provider to process pensions information and handle your pension.
- To allow our Occupational Health provider to liaise with your GP during periods of absence.
- To allow your electronic payslips to be produced and issued to you.
- To pay your Trade Union membership dues.
- When we grant third parties-controlled access to our electronic network.
- To obtain employment related legal advice.
- To DWP, HMRC and other such third parties.
- To our Auditor to carry out our annual audit.
- Meeting our legal obligations including information we must provide to regulators and statutory authorities.

The legal basis that we use for processing your personal data is Contract. For processing special category personal data, the legal basis we use is Employment.

Transfers outside the UK and Europe

Your information will only be stored within the UK and EEA.

Security

When we process your personal data we take steps to make sure that it is kept secure and safe. Security measure we have in place are:

- Our premises are security alarmed, and fob accessed.
- Our IT systems are actively remotely monitored by our IT support provider.
- We only allow staff to access sensitive data on a 'need-to-know' basis or /and some staff have limited access to sensitive data.
- Our staff have the necessary qualifications and integrity to access data and are carefully supervised.
- All of our staff are trained regularly on data protection and some key staff have had more in-depth training.
- Paper data is stored in locked cabinets and is disposed of in secure, locked consoles which are emptied by a confidential waste company. All electronic data and media is stored on a secure server and

regularly audited to ensure that no excessive data is being retained. Automatic archiving is also set up on emails and regular archiving is carried out on all data following our retention schedules.

- We have Anti-Fraud policies aimed at preventing frauds and we have clear desks; policy and ensure we practice appropriate telephone call handling.
- We securely process electronic and paper data are transmitted/moved from place to place by using encrypted USB sticks or ensure documents are password protected.

How long we will keep your information

We review our data retention periods regularly and will only hold your personal data for as long as is necessary for the relevant activity, or as required by law (we may be legally required to hold some types of information), or as set out in any relevant contract we have with you.

Your Rights

You have the right at any time to:

- Ask for a copy of the information about you held by us in our records; and
- Request us to correct any inaccuracies in your information.
- Request that we restrict your data processing.
- Data portability.
- Rights related to automated decision-making including profiling.
- Make a request to us to delete what personal data of yours we hold; and
- Object to receiving any marketing communications from us.

These rights are qualified and are not absolute.

The accuracy of your information is important to us – please help us keep our records updated by informing us of any changes to your personal and contact details.

If you would like to find out more about how we use your personal data, or wish to exercise any of your rights or make a complaint, please contact:

You may also contact our DPO:

RGDP LLP
Level 2, One Edinburgh Key
133 Fountainbridge
Edinburgh
EH3 9QG

Tel: 0131 222 3239 / 07741 738842

Email: info@rgdp.co.uk

If you remain unsatisfied after your complaint has been processed by us, you also have the right to complain to the Information Commissioner's Office in relation to our use of your information. The Information Commissioner's contact details are below:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Website: www.ico.org.uk