

## Application Pack

### Shift Leader - Respite



## Welcome from Juno Hollyhock Chief

### Executive Officer

Thank you so much for taking the time to consider applying for the role of Shift Leader here at Rose Road. Whether you are planning to join the overnight respite team or the outreach and day services team you will be carrying out one of the most crucial roles in the organisation as you liaise with managers, support a team of frontline staff and also take part in delivering the high standards of care that we pride ourselves on.



The Shift Leader role is one that lends itself to developing a higher-level career pathway in health and social care sector and we can support you in that if you wish through a wide range of training and development opportunities.

For some families, our care staff are the only people they speak to regularly who truly understand their fears and their concerns. Your relationship with the families is just as important as the relationship with the staff that you support and the children and young people you will be working with.

We are a trusted provider with excellent ratings from our regulators and a very supportive and positive relationship with our commissioners, this means that we are often the first port of call for a family in need.

Every day will be different as you support staff to help these incredible children and young people achieve their potential. Whether you are planning challenge activities, promoting programmes for independence, ensuring that clinical needs are met or supporting staff on shift you will be part of a highly professional and trained team. Working for Rose Road is incredibly rewarding. The challenges are high but knowing that you are supporting families in difficulty leads to an immense sense of achievement and satisfaction. You will go home tired at the end of a day, but you will go home knowing that you have done an amazing job.

As a team we are profoundly committed to our families, they are at the forefront of everything that we do. Staff here are passionate about their work and contribute directly and openly to the design and development of our services. Management have an 'open door' policy and our mantra is that managers serve the staff so that the staff can serve the families.

Your welfare as a Shift Leader is important to us as it directly impacts the support that you can give to the staff and families that you serve. There are a range of ways in which we as an Association can help with your welfare both at work and with non-work issues if needed. We know and understand that non-work pressures can impact on our working lives. We are all human.

Please do read on to find out more about this role and decide whether you wish to apply. Do also have a read of our website and learn more about us, all of our services are inter-linked, and it is good to know what else we provide. If there is anything you are not sure about please do get in touch and have a chat with the recruiting manager. Thank you for reading this far – please read on.....

## What do we do at Rose Road?

The Rose Road Association is full of people working passionately to achieve our vision - a world where disability is not a barrier. We have been doing this since 1952 across Hampshire and surrounding areas, working with children and adults with complex and multiple disabilities and health needs and their families. We become a much-needed extended family for many people and we do it with fun and professionalism.

The Association provides a range of services for young disabled people aged 0 - 25, their parents, families, and carers.

- The Oaks and The Acorns is a residential respite facility registered with Ofsted and CQC, offering short-breaks and support for children and young adults in a safe and homely environment. We aim to make the service as flexible and responsive as possible linked to the needs of the young people. The length of each stay varies and can be for a day, overnight, a weekend or a week-long stay.
- Our fantastic Playschemes run throughout the year during the school holidays and Saturdays with a wide range of free flow play, structured activities, and trips. Here at the Rose Road Association, we believe every child matters and has the right to play in a safe and caring environment.
- The Outreach Service provides support and activities in the local community or in the home to children or young adults with severe learning difficulties, physical disabilities, and/or autism.
- #Destinations is a service that provides young adults that attend Rose Road all day with activities and sessions with purpose. We create a person-centred plan to help them to achieve their own personal goals and to inspire them. Each individual has 1:1 staffing to help them to work towards their targets. Being part of the outreach provision, this service is very community based. We use visits in our local community, planned activities and engaging sessions to help our young people to become more independent, and preparing them for the next steps in their lives.
- For college leavers that require a combination of education and community-based services we have The Hut @ Rose Road. This service is run in the building next door to the Bradbury Centre, and we see it as a steppingstone to #Destinations. This provision is for young adults aged 24-26. It supports young adults in a positive environment allowing

them to thrive in a safe space. The Huts @ Rose Road blends the feel of an education setting alongside giving our young adults access to the community and activities to prepare them for a more independent life and a positive future.

- The Family Services department provides a range of information, advice and support services for disabled children and young people, those with special educational needs (aged 0-25 years) and their families.

## Take a Tour of Rose Road





**Rose Road**  
Association

Making a positive difference to  
the lives of young disabled people



# Our Values



**Working Together**



**Person Centred**



**Trust and Respect**



**Pride and Passion**



**Quality and Standards**



**Fun and Celebration**



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# Rose Road Association - Our Values

## Working Together

### Positive Behaviour that supports our values

- I communicate with all parties involved with the service
- I build and maintain relationships
- I actively listen
- I challenge
- I support colleagues
- I value others knowledge, experience, views & opinions
- I am flexible

### Unacceptable

- I treat others as a burden
- I ignore others
- I exclude others
- I am inflexible and inconsistent
- I harass or bully others
- I let others down

## Person Centred

### Positive Behaviour that supports our values

- I value the person before the disability
- I acknowledge that every person is different and has different needs
- I acknowledge that not one situation is the same
- I am solution focused
- I offer choice and opportunities
- I encourage independence
- I listen, hear and understand
- I challenge perception

### Unacceptable

- I fail to meet individual requirements
- I fail to put the child, young person or family first
- I am disloyal, work in competition
- I breach client confidentiality
- I breach safeguarding children/adult policies

## Trust and Respect

### Positive Behaviour that supports our values

- I trust my colleagues judgement
- I am open, honest and trustworthy
- I respect the individuality of all staff and families
- I value the trust the families place in us
- I share problems and solutions
- I deliver when I say I will

### Unacceptable

- I bully and intimidate
- I am judgemental
- I am manipulative and undermine others
- I make promises that cannot be kept
- I am dishonest

## Pride and Passion

### Positive Behaviour that supports our values

- I share my enthusiasm for the Association
- I am proud to work for Rose Road
- I take pride and passion in my everyday work
- I believe what I do contributes to Rose Roads reputation

### Unacceptable

- I resist change
- I avoid scrutiny of performance
- I don't turn up to sessions or cancel last minute
- I fail to improve my performance
- I fail to report any changes that could affect my ability to work
- I speak negatively of Rose Road to others

## Quality and Standards

### Positive Behaviour that supports our values

- I work to the best of my ability, striving to achieve high standards at all times
- I set realistic and achievable expectations
- I listen to feedback
- I am creative to improve standards and achieve goals
- I provide high quality communications and professionalism

### Unacceptable

- I say one thing and do another
- I conceal mistakes
- I fail to abide by H&S rules and procedures
- I fail to devote my whole time to rose road when working
- I am negligent causing unacceptable loss damage or injury

## Fun and Celebration

### Positive Behaviour that supports our values

- I recognise when my colleagues go the extra mile and nominate them for a staff reward
- I treat everyday as a fun day, I have fun!
- I take time to share good news and achievements
- I am committed to celebrating the little achievements as well as the big achievements
- I enjoy my work

### Unacceptable

- I put others success or achievements down
- I undermine others success or performance
- I take credit for others work
- I take part in activities which result in adverse publicity for the Association



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## Job Description

**Hours:** 30 hours per week covering various shifts between the hours of 7am and 9pm. Shifts can include a combination of mornings, days, evenings, weekends and the occasional sleep-in over a four-week period. Rotas are available in advance and additional hours are available during school holidays.

**Salary:** £15,642.00 per annum

**Place of Work:** The Bradbury Centre, Southampton.

**Responsible to:** Assistant Manager

**Purpose:** Working in one of our overnight Short Break facilities: Oaks, a six room unit for disabled adults and Acorns, a seven bed unit for disabled children.  
Your role will be to assist residents with all aspects of personal care including administration and dispensing of medication and to engage in a range of age-appropriate activities, either within the accommodation itself, or within the local community, depending on an individual's choice. You will also be required to share in a range of domestic tasks.

### **Main Tasks**

**Safeguarding** – to follow the Associations policies and procedures in relation to safeguarding, to ensure that you are familiar with reporting protocols and your responsibility in identifying and acting on any safeguarding concerns, incidents, or poor professional practice within the facility. To ensure that people who use our services are protected from harm (full training provided).

**Personal Care** – To assist people who use our care and support services with all aspects of personal care. Including washing, personal hygiene, dressing, and assisting with meals (orally or through feeding tubes). To follow the Associations policies and procedures in relation to Infection Control and the safe Moving and handling of people. To ensure that dignity and respect are always maintained (full training provided).

**Activities** – To organise activities that show support and commitment to the mental and physical wellbeing of children and adults who stay with us by enabling them to participate in daily activities of their choice, such as, crafts, puzzles, sensory, swimming, day trips and recreational/leisure activities that support the achievement of set outcomes (full support provided).

**Reporting and Recording** - To complete clear and accurate records of the Care and Support provided. To ensure that the care and support plan is followed and any changes based on observations or feedback are reported to the Assistant Manager.

**Staff** – Deputise in the absence of the assistant manager. Ensure the effective day-to-day running of Oaks & Acorns. To mentor new staff in accordance with statutory requirements.

**Communication and partnership working** - Promote good staff team relationships by working constructively with colleagues, managers and members of other disciplines within the Association to ensure a consistency in the implementation of plans, policies and professional standards throughout the establishment. Hold a small case load of Service Users and be responsible for updating their Care Plan, attending reviews, producing reports and related paper work.

**Transport** – To ensure children / adults travel to and from school, college or day services, community facilities, as and when required and escort if necessary This post, does not require you to be able to drive.

**Communication** – To show support and commitment to learning and using different communication methods/aids to re-assure and support everyone who uses our services enabling maximum participation in all aspects of their stay.

**Team work** – To fully embrace the Associations values and to work positively as part of a team. To actively listen and respect the individuality of all staff and families. To take pride in your everyday work and to work to the best of your ability. To support colleagues and maintain positive relationships, resolving conflict as it arises. To enjoy your work. To mentor new staff in accordance with statutory requirements.

**Professional Development** - To attend and actively participate in team meetings, supervision and progress meetings with your line manager. To complete all required training and show a commitment to continuously improving practice. To adhere to all Association policies and procedures (on-going Training and Support provided).

To undertake other duties that may be required by The Association to contribute to the development of the service and to maintain a positive environment for the children/adults.

To demonstrate commitment to the ethos of the Association.

The Rose Road Association supports vulnerable children, young people and their families and therefore requires all applicants to have had both Coronavirus vaccines unless medically exempt from the vaccination programme. You will be required to show your COVID Pass letter prior to interview, this can be obtained via the NHS App, NHS website or by calling 119 or medical exemption letter from your Doctor. Please contact us directly if you would like to discuss this further.



## Person Specification – What we need from you?

This section outlines the things we need from a Support Worker. You'll see that we don't always need specific qualifications or experience, but you will need to be able to demonstrate certain personal qualities.

The essential criteria are things that you must have in order to do the job. Desirable criteria are the things that it would be useful to have or things that you could be trained to do.

Requirement	
Essential Criteria	Desirable Criteria
Requirement that all applicants have had both Coronavirus vaccines unless medically exempt from the vaccination programme.	

Education and training	
Essential Criteria	Desirable Criteria
An appropriate level 3 Diploma, or a commitment to undertake the qualification within an agreed time frame.	

Achievements, experience, skills & abilities	
Essential Criteria	Desirable Criteria
Ability to work shifts including evenings and weekends	Understanding of Ofsted and CQC regulations
Understanding of safeguarding	Ability to lead a staff team
Ability to provide high standards of care	Ability to produce written reports
Ability to plan and organise internal and external activities	Ability to manage conflict
Good verbal and written communication skills	
To attend training and development courses	
To attend team meetings, supervision and appraisals.	

## Values and Behaviours

The 'I' statements describe the values and essential behaviours that we believe in at Rose Road and they apply to all staff, volunteers, trustees and the people who use our services

### Our Values

- Working Together
- Trust and Respect
- Person Centred
- Pride and Passion
- Quality and Standards
- Fun and Celebration

### Our behaviours

**I will actively Listen**, to whatever is communicated to me: by gesture, facial expression, body tension or posture, sign language, objects of reference, in writing or voice. I will try to the best of my ability to understand and respond in a timely and respectful way.

**I will respect others**, I respect and treat others, as I would wish to be respected and treated myself. I will be honest, open and trustworthy

**I will involve others**, I involve individuals in coming to decisions that affect them, I offer choice and opportunities and encourage independence.

**I will take pride in my everyday work**, I participate and contribute to the best of my ability and share my experience willingly and freely

**I will work to the best of my ability**, I listen to feedback and strive to achieve high standards in my practice

**I will find things to celebrate**, I recognise that all achievements, no matter how small they might be are cause for celebration.

## Employee Benefits

The Rose Road Association is an equal opportunities employer. All staff undergo regular Supervision and an annual appraisal.

Normal Association conditions of service apply:

- 25 days leave per annum (plus bank holidays), rising to 28 days after five years continuous service.
- Contributory pension scheme
- Paid sickness (following 3 months service)
- Training and Development
- Extra Value scheme offering savings and discounts on travel, fashion, food & drink, insurance, entertainment, and technology.

We also offer access to an Employee Assistance Programme which offers all staff access to a 24-hour confidential helpline which can support you with any of life's issues or problem, including counselling, advice, legal information and much more.



## How Do I Apply?

To apply, visit [www.roseroad.org.uk/Jobs](http://www.roseroad.org.uk/Jobs). You will be asked to register your details with Staff-finda and to upload your current CV to the recruitment portal. You will also be able to specify how you meet the person specification criteria, as outlined in the job description in this pack. The contents of this will form the basis of the shortlisting process and is your chance to let us know why you would be the person for the role.

Alternatively, please contact the Human Resources team on [humanresources@roseroad.org.uk](mailto:humanresources@roseroad.org.uk) or call 023 8072 1234 and we can support you with your application.

**Closing date for all applications is:** Sunday 14<sup>th</sup> November 2021

We are committed to the equality of opportunity in both the provision of our services and the employment of staff to provide these services and we welcome applications from all.

This post is subject to an Enhanced Disclosure by the Disclosure & Barring Service. It is a criminal offence for people who are barred from working in regulated activity to apply for roles that require them to work unsupervised with that particular group (i.e. adults at risk, children or both).

