

## Application Pack

## Outreach Worker



# Welcome from Juno Hollyhock

## Chief Executive Officer

Thank you so much for taking the time to consider applying for the role of Outreach Worker here at Rose Road. Whether you are planning to join the overnight respite team, the activities team or the outreach and day services team you will be carrying out one of the most crucial roles in the organisation as you will be delivering the face to face, high quality care that we are known for.



For some families, our support 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 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 help these incredible children and young people achieve their potential. Whether you are taking part in a challenge activity, supporting them to develop independence skills, taking some time to relax and have fun or working to make sure that their clinical needs are met you will be supported by a highly professional and trained team. You will be encouraged to develop your own skills and consider a formal career pathway within the health and social care sector.

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 may go home tired at the end of a day, but you can 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 an outreach worker is important to us as it directly impacts the support that you can give to the 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 or not 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**



[www.roseroad.org.uk](http://www.roseroad.org.uk)



@Rose\_Road



/RoseRoadAssociation



@roseroad\_association



# 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

## Job Description

**Hours:** There are a variety of flexible working contracts available between 12 hours per week and 30 hours per week. A typical 30-hour contract will include a combination of day-time sessions, before and after school sessions and weekend sessions over a 4 week period (two weekends a month). Shorter working contracts are available for fixed times e.g. Before and after school or just weekends so please enquire. Additional hours are available during school holidays.

**Salary:** £9 - £9.46 per hour depending on the hours worked.  
The enhanced rate is £9.46 per hour and is paid for all weekend hours and waking hours from 9pm – 7am on weekdays.

**Responsible to:** Assistant Manager

**Purpose:** Lone working in the Community or in the home, your role will be to assist with all aspects of personal care in the home and to engage in a range of age-appropriate leisure activities in the Community. We encourage and support the development of independence skills, through play and leisure, and social skills through interaction with their peers and other members of the Community.

**Please Note: For this role you need to be a driver and have access to your own vehicle to use for work.**

### **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 maintained at all times (full training provided).

**Activities** – To show support and commitment to the mental and physical wellbeing of children and adults who stay with us by helping them 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.

**Transport** – Community Outreach: To transport children/adults in your own vehicle or a Rose Road wheelchair accessible vehicle or on public transport. This will include collecting people from their homes and accessing Community activities. Community Outreach requires you to be able to drive, however this is not a requirement for Home Care Outreach.

**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.

**Teamwork** – 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

**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
Some posts will require the ability to drive. (This will be highlighted in the Job Description)	Level 3 Diploma in Health and Social Care or equivalent
	Care Certificate

Achievements, experience, skills & abilities	
Essential Criteria	Desirable Criteria
Able to be caring, sensitive and patient while supporting people to be as independent as possible	Previous experience of working with vulnerable people in a home, community, or education setting.
Keen to work with disabled people and to demonstrate empathy and compassion	Recent experience of working with people with Learning Disabilities, Physical disabilities or sensory impairments, or people using a range of Communication methods /aids
Enthusiasm to make a difference to people's lives	Recent experience pf providing personal care in a work or non-work setting and/or of supporting people with behaviour that can challenge
The ability to read and write well enough to understand guidelines, policies and records Level of comprehension to complete clear and accurate records.	Experience of CQC or OFSTED regulated services and the required records which evidence Good and Outstanding care
Experience of handling money and a level of numeracy to be able to account for domestic expenditure	Experience of handling money that belongs to other people or handling petty cash

Ability to listen, understand and respond to people positively, always putting the person that's being supported first	Experience of contributing to a person centred review process and/or of using a range of person centred planning tools
Ability to get on well with people and work in harmony with others, by both challenging and helping people to develop and learn from their experiences	Experience of working in a work team setting. Experience of coaching and mentoring colleagues to improve practice
To be physically able to meet the requirements of the role	Experience of moving and handling people
To have a level of IT literacy to be able to send and receive emails and to be able to find and print information.	Experience of using IT to record and find information, as well as creating documents in Word, Excel or using a CRM database.

### 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:** This is an open application process so interviews will be arranged within a few weeks of receiving your application.

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).

