



JOB OPPORTUNITIES

RELIEF SUPPORT WORKER £10.20 per hour

BPCA Bangladeshi Parents and Carers Association is a voluntary organisation working with people with multiple disabilities. We provide culturally appropriate day care and community based services for people with Learning, Physical and Sensory disabilities.

We are looking for proactive experienced individuals with excellent support and care skills.

- **Applicants MUST have NVQ Level 2 in Health and Social Care.**

Applicants must be able to Read, Write, and Speak Basic English. We need someone who is caring, empathetic and understands individuals with disabilities and has worked in a similar environment.

- Download an application pack: www.bpcaonline.org.uk
- Email: info@bpcaonline.org.uk
- Call: 0208 880 7036



JOB DESCRIPTION

Post: Support Worker
Type of Post: Relief Support Worker
Responsible to: Senior Project Worker

Key Duties of the Post

1. To contribute to the physical, social and psychological needs of the users of the Day Centre within an agreed work plan set by the Manager.
2. To work as a member of a team and on an individual basis when the need arises.
3. To maintain and update records and information on the personal needs of individual users. The post holder must not disclose records or information about any of the users or any other confidential information relating to BPCA to a third party or persons without the consent of the Manager.
4. To be responsible for maintaining and the correct use of equipment used for the users on a day to day basis.
5. To assist in the preparation and serving of lunches and any other refreshments to users.
6. To develop and maintain close working and supportive relationships with the users.
7. To attend to the physical needs of the users – i.e. helping with washing, dressing, toileting, feeding and walking when necessary.
8. To assist in establishing an objective evaluation procedure for users.
9. To attend individual or group meetings and any other meetings or events when requested to do so by the Manager.
10. To assist users to maintain contact with family/friends and local community services.
11. To teach the users basic life skills – cooking, cleaning, shopping, self-care and personal hygiene.
12. To organize and implement occupational/practical skills training e.g. arts, crafts, recreational and therapeutic activities.
13. To organise activities for the users outside the normal day centre environment, supervise clients on such outings and activities.
14. To provide support and counselling to users at times of personal crisis.
15. To liaise with professional bodies as and when necessary to meet the users' needs within the agreed care plan.
16. To issue under strict medical advice, prescribed drugs to users, and maintain required records of such drugs administered.
17. To make home visits to users' home if required as part of the care programme.

18. To organise day to day activities for the users.
19. To prepare and maintain individual timetables and assessing the needs of users.
20. To maintain contact with and receive feedback from parents/guardians regarding any aspects of users welfare.
21. To take part in regular review meetings with the Manager/Parents and other Therapists or Professionals to review their needs.
22. To take part in monthly supervision sessions with the Manager or in the absence of the Manager with the Deputy Manager.
23. To manage and give appropriate training to volunteers.
24. To ensure any accidents or any other incidents are properly recorded.
25. To act as an escort when picking up and dropping users from the Centre to their homes and vice versa.
26. To keep the Manager/Senior Project Worker (in the absence of the Manager) immediately informed of any problems regarding the users.
27. To monitor the needs regularly of the users and provide feedback to the Manager.
28. To carry out the duties of the post with full regards to BPCA's equal opportunities policy.
29. To carry out any other duties commensurate with the grade as and when required.

I (name of the post holder) have received this job description and have read and fully understood the duties and responsibilities involved for the post of Project Worker for which I am employed and I agree that I will perform my duties as specified in this job description.

Signature Date

This job description has been agreed for the post of Project Worker and adopted by the BPCA's Management Committee.

Signature Date

Name

Designation
(On Behalf of BPCA's Management Committee)



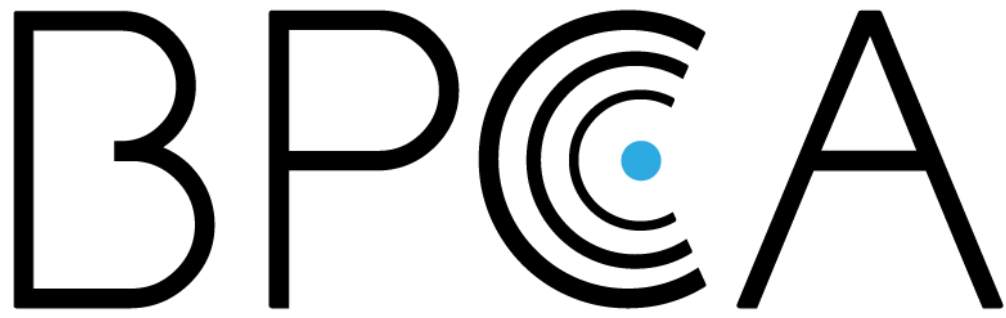
PERSON SPECIFICATION

Post: Relief Support Worker
Type of Post: As and when required
Responsible to: Senior Project Worker

We are a day centre providing care for vulnerable adults with learning disabilities. These adults may have additional mental health, sensory, complex health care needs, physical disabilities and/or behaviours which challenge. We are therefore looking for the following essential personal qualities, skills and attributes (or the clear potential to attain them after appropriate training). When completing the job application form please bear these in mind and specifically relate them when completing your application form.

Essential Requirements for the Post

1. Candidate should have a good standard of education (at least to GCSE or equivalent Level standard – NVQ Level 2) and be willing to attend training as and when required.
2. Candidate should have minimum of one (1) year paid or voluntary work with learning disability day service environment or with at least similar level of experience and responsibilities in the public, private or voluntary sector.
3. Knowledge of relevant issues which affect the BME Communities particularly Asian families with family members with some kind of disability.
4. Knowledge on the cultural, language, and religious needs of Asian people with disabilities.
5. The ability to communicate effectively with service users. Many of the service users we support have limited communication skills. We need friendly and cheerful staff able to empathise and relate to people.
6. The ability to complete our training programme, including the ability to read and understand policy documents, care plans, risk assessments and write straightforward records and reports.
7. The ability to help individuals with their personal money and correspondence and to go shopping, or to spend their money in similar ways.
8. The ability to cope under pressure and in stressful situations. We are looking for staff who can add security and stability, not detract from it.
9. The ability, to cope with the realities of all aspects of personal care on an individual basis.
10. The ability to cope with behaviour which may challenge. Some of the people who we support may not be able to moderate their words or behaviour in the way which might be seen as socially acceptable.
11. We need people who are reliable, punctual and honest, but more than that, we have high expectations of our staff regarding any activity or attitude.
12. The ideal candidate will also be able to display flexibility, imagination and initiative; vital attributes if you are to enhance the lives of the people who use our services.
13. All appointments are subject to CRB (Criminal Record Bureau) and ISA (Independent Safeguarding Authority) checks. We cannot employ, or continue to employ, any person who is on the ISA list or the CRB records. Confirmed referral to the ISA list will lead to automatic dismissal. In special circumstances, and at the discretion of the Manager, some minor offences listed on the CRB check may not be a bar to employment.



**EQUAL OPPORTUNITIES
POLICY 2016**

Bangladeshi Parents & Carers Association

Equal Opportunities Policy

Introduction

BPCA is committed to providing a learning, working and social environment in which the rights and dignity of all its members are respected, and which is free from discrimination, prejudice intimidation and all forms of harassment including bullying.

BPCA believes that every member of staff and every person receiving support from BPCA has the right to work and live free from the threat of racial and sexual discrimination and discrimination based upon gender, culture, age and disability. Occurrences of any form of discrimination will not be tolerated by BPCA and perpetrators will be subject to BPCA disciplinary procedure.

This policy is intended to set out the values, principles and policies underpinning BPCA approach to discrimination. The aim of BPCA is to ensure that its staff can work, and its service users can live, free from the fear of discrimination. Non-discriminatory or anti-discriminatory practice means working in a way which respects the views, rights and behaviour of people from minority groups and which celebrates their diversity.

BPCA is committed to the principles of equal opportunity in employment, education and support for all its users and staff. This commitment is consistent with the essential characteristics of a day care centre with its underlying principles of delivery and prohibiting discrimination based upon protected group status. Equal opportunity in service delivery means: equal access to all our services, whether community or centre based; equal benefits from program services and equal treatment within the system. In all aspects of employment, the Bangladeshi Parents and Carers Association will operate a positive opportunities framework from recruiting and selection through training and development, employment procedures, consultation and participation, appraisal and promotion to retirement. Direct and indirect discrimination will be eliminated and positive measures will be introduced to redress imbalances, including the use of positive action provisions within the law.

Furthermore, BPCA is committed to equality of opportunity in its user admission as well as employment practices without regard to colour, creed, ethnic or national origin, religion, sex, age, disability, political affiliation, those with HI status, marital status, sexual orientation, ancestry, the use of lawful products or military participation.

Discrimination

The Equal Opportunity Policy is designed to support the principle that staff are selected or promoted according to merit. All selections will be based solely on the candidates' qualifications to carry out the duties that the positions require, knowing that such actions can only result in raising the quality and competence of faculty and staff. It is the policy of our organisations to oblige with all relevant Legal legislations in our code of practice. These include:

- Equal Pay Act (1970)
- Sex Discrimination Act (1976)
- Disability Discrimination Act (1995)
- Special Educational Needs and Disability Act (2001)
- Human Rights Act (1998)
- Race Relations (Amendment) Act (2000)
- EU Equal Treatment Framework Directive (2000/78)

A wide range of unlawful discrimination, both direct and indirect is covered by the above legislations, which is subject to frequent review and amendment. Those, which are commonly included, are: Colour, national or ethnic origin, nationality, religion, sex or gender, marital status, pregnancy, intellectual or physical impairment and disability. Age, (subject to normal retirement age), and that there are no conditions or requirements, which cannot be shown to be justified.

BPCA recognises that its pursuit of equal opportunity principles must take place within an evolving legislative framework.

BPCA will aim for fair and equal opportunity in all area of employment within its association and take positive action to eliminate unfair discrimination. We will also provide a safe, secure working environment that values the identities and cultures of all our employees.

BPCA will operate best equal opportunities practice in our recruitment, training, promotion and other personnel policies and practices, and where possible we will reflect in our staff group the ethnic and cultural mix of our service users. Attitudes to Service Users

We welcome the cultural diversity of our service users and will always try to ensure that our staff respect the views, rights and behaviour of people from minority groups in all of their contacts with them. We will be particularly alert to, and try to meet, the diverse needs of service users in relation to diet, religious practice, respect for their immediate environment and social activities. We welcome the rituals, festivals and celebrations of our service users as bringing interest and variety to daily life in our society, and we will do everything possible to facilitate service users' capacity to practice their religion or culture in the ways they individually wish to do. Evidence of discriminatory practice, remarks or attitudes among staff will be treated as warranting disciplinary action.

BPCA ensures that in the conduct of all its activities, steps are taken to avoid the occurrence of racial discrimination, whether direct or indirect, and to promote good relations between different racial groups. Any unlawful discriminatory behaviour, including serious harassment or bullying by individuals or groups, will be regarded extremely seriously and could be regarded as grounds for disciplinary action, which may include expulsion or dismissal. Guidance, support and training will be provided to all staff and users at BPCA in order to stress the need to promote equality of opportunity and good relations between people who are different from themselves.

All grievances relating to discrimination, victimisation or harassment due to any reason will be treated seriously and are reported to day care centre manager and management committees.

- Any employees failing to adhere to the company's policy by behaving in a discriminatory manner will be subject to disciplinary procedures up to and including dismissal. The employee may be suspended during investigation.
- Any organisation requesting that we discriminate in our selection processes must be reported immediately to the manager and supply of staff and users will stop if such requests are not justified.
- It is expected that all workers fairly treated whilst on assignments, whether including a disabled user or not. Our workers are expected to treat all co-workers and users with due respect and dignity. If this is not the case action will be taken under this policy and the worker may be suspended pending investigation.

Positions requiring a DBS / CRB-Regulated Activity

BPCA, under law requires that all our staff must have a criminal record bureau check. If a member of staff were to have a criminal record, they would be subject to the DBS Regulated Activities Procedures and current Employment Law considerations. BPCA is an organisation, which works with vulnerable / at risk individuals, therefore we are obliged to follow such legislation: while complying with current laws.

Recruitment and selection

Under the Equality Act 2010 'Race Relations Act 1976' section 5 (2) (d), BPCA employs Asian staff which the organisation feels is necessary in order to combat the needs of users of Asian origin. By doing so BPCA staff is able to maintain links with the user's cultural backgrounds, deal with their parents and read and talk where necessary in the users' dialect.

Those who are involved in recruitment and selection of staff adhere to the following guidelines:

- Supplying the required: A job description and person specification outlining desirable and essential qualities, skills, knowledge and personal qualities must be drawn up for every vacancy and provided to all prospective employees:
- Information about job vacancies be made available to all sections of the community
- All job applicants should be given details of the selection process in advance
- All short-listing criteria must be based on the person specification.
- All those involved in recruitment and selection should receive training in fair recruitment and selection procedures

BPCA welcomes applications from disabled people for vacancies, and all disabled applicants will be given full and fair consideration. Their abilities will be assessed at the level, which might be achieved after the

introduction of reasonable adjustments. BPCA specialises in being a day care centre for disabled Asian users and in terms of admitting Disabled users into our associations, we must explore several areas, which may include the users need and support.

Disabled people who apply for advertised vacancies will be interviewed if their applications for specific posts meet all essential requirements. These requirements will be assessed at a level which might be attained after the BPCA management committee has given consideration as to what reasonable adjustments might be made to help the disabled applicant carry out the duties of the post. It may be necessary to consult with applicants with applicants to obtain information about the disability to ensure that they are given a fair interview.

BPCA Objectives

- To ensure that no employees, management committee, volunteers and service user are exposed to discrimination within the way the organisation functions and is managed.
- To create positive working environments that promotes fair and equal opportunities.
- To develop and implement positive action initiatives to combat discrimination.
- To develop better links with groups of people who are disadvantaged such as disabled users.
- To provide training and guidance to all employees, management committee and volunteers, ensuring that they understand their duties under the law, policy and good practise.
- To monitor and review the organisation's services to meet the need of people facing discrimination (e.g. Disabled users who feel excluded from society)
- To make all reasonable steps to enable access to the organisations resources whilst making adaptations to the premises and equipment to ensure that all service users, staff and volunteers are able to make full use of them.
- To regularly check out how the policy is working and talk to representatives from group that may experience discrimination to make sure that their needs are understood
- Ensure all employees, management committee, volunteers and service users understand the policy and obligations and conduct themselves in a manner reflecting the principle of the policy.
- To prevent unlawful, direct and indirect discrimination, including sexual harassment.
- To make sure that money and time are made available to put the policy into practice.
- Design our services to meet all the needs of all our community and beyond
- To develop policies, procedures and programs to achieve equal opportunity BPCA will consult as appropriate, staff and users about their feelings towards the matter
- To make sure that all BPCA staff is aware of this policy and of their own obligations hinder relevant British laws in order to ensure that their actions conform to them
- Resolve complaints through mediation, negotiation and counselling.

Responsibilities

The BPCA manager and Management committee are responsible for implementing this Equal Opportunity Policy and if you have any complaints concerning a breach of this policy, please contact BPCA and put your complaint forward. All complaints will be treated justly without prejudice. It will not affect your rights.

Service Users

Any service user who feels that they have been the subject of discrimination by a staff member should complain as soon as possible to the Registered Manager of BPCA. We undertake that the matter will be investigated promptly, that arrangements will be made for alternative staff to provide the service in the interim, and that if the allegation is found to be justified appropriate disciplinary action will be taken.

Staff

Similarly, any staff who feel they may be being discriminated against by other staff, service users or service user's families should report the occurrence to their supervisor/manager who will take the matter to the Registered Manager for further investigation. The member of staff concerned should be immediately removed from exposure to the situation where the alleged discrimination is occurring, ensuring that there is no financial detriment to the member of staff due to the move.

Investigating allegations of discrimination

The Registered Manager must without delay investigate the allegations taking statements from all relevant parties. On many occasions where the discrimination is emanating from a service user the cause of the discrimination may be a lack of understanding of what is deemed correct behaviour. Wherever possible the matter should be resolved through education and mediation.