



**Excellence & Quality in Specialist Staffing**

# **Job Application Pack**

**Communication - Children & Families - Training & Consultancy - Disability - Elderly - Supply Staff**

# Welcome to

# One to One Support Services

Dear Candidate



Thank you for the interest that you have expressed requesting information and an application form for our vacancy of: \_\_\_\_\_.

The closing date for your application to reach us is by 4.30pm on: \_\_\_\_\_

The date of interview for this post is: \_\_\_\_\_

This pack contains the Job Description, 'Person Specification', Candidate Guidelines, Equal Opportunities Monitoring Form & the Application Form.

Also included is information about One to One Support Services. Please pay particular attention to the notes on the Person Specification; as these highlight which qualities we will be looking for from your form.

If you are emailing your response to us, please send all the required documents to:

Jobs@One to One Support Services.co.uk

(Please ensure your name is incorporated into the title of the document.)

If you prefer post, please send it to:

One to One

Support Services

Caelum, 154 Langer Lane, Chesterfield, Derbyshire. S40 2JN

Should you require proof of receipt of your application, please include a stamped self addressed envelope.

If you do not hear from us within 3 weeks of the closure for applications please presume you have unfortunately not been selected for the interview process.

For any other queries, please call the office. Tel; 0845 4391182

The very best of luck, and we hope to see you soon!

*Melanie Ulyatt*

Melanie Ulyatt F.C.M.I  
Managing Director

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# What is Domiciliary care ?

**Domiciliary care, sometimes known as home care or home help, covers a number of different services available to clients their own home. Our services are provided so our clients can remain as independent as possible.**

**The help we provide is specialised and may be short term or long term.**

## About One to One Support Services

**Our services are organised into four main areas –**

### **Children's and Families Services**

**For families and children with additional support needs, respite, disabilities, sitting services, and general daily life activities.**

### **Disability Services**

**For people with either a physical or learning disability**

### **Communication Services**

**For people with sensory impairments or complex communication systems. For people with acquired sensory loss or people with sensory impairments from birth**

### **Elderly Services**

**General assistance for our elderly gentlefolk – in the comfort of their home.**



**Our services can be provided in the clients place of residence, education or employment. We also accompany them to other settings, eg Health care, residential homes, respite care, etc**

**We don't perform house keeping chores. Nor do we work with people who suffer from drug or alcohol abuse.**

*"Quality only truly happens when you care enough to do your best"*

## Introduction

**We will decide who to invite for interview, on the information provided in completed applications. Therefore, you should use the Application Form to demonstrate your suitability for the post. Please note that we will only accept curriculum vitae from disabled applicants whose disability makes it difficult for them to complete an application form. All applicants, however, need to show us how they meet the person specification.**

**You should complete all parts of the Application Form. If you think some parts do not apply, write N/A (Not Applicable) in the spaces provided.**

**Please use black ink or type only. This is to make clear and precise the information you are sharing with us.**

**We will not make any assumptions about you, your skills or abilities. If you don't tell us, we cannot know.**

**Use extra sheets if you wish to provide additional information.**

**Check with your referees that they are happy to support your application before you submit the form to us.**

**It is useful to take a copy of your application form before you return it to us.**

**Applications received after the closing date will not normally be considered, please make sure you send it in on time.**

## Job Description

**You should have received a job description and a person specification within this application pack.**

**The job description lists the job title, salary, grade, location, purpose and main tasks of the job.**

**The person specification lists the experience, skills, abilities and knowledge that the successful applicant needs to perform the job effectively.**



*"Quality only truly happens when you care enough to do your best"*

## Meeting The Person Specification

**This section of the Application form is particularly important. When completing your application you must show how you meet the person specification rather than the job description. The person specification is divided into what the successful applicant must have (the essential criteria) and what it would be helpful for them to have (the desirable criteria). If you do not provide evidence of how you meet, at least, the essential criteria, it is unlikely you will be short listed.**

## Evidence of skills and experience

**Experience, skills, abilities and knowledge that you have gained outside paid work are useful and valid, so please tell us about them if you feel they will help you to do the job. For example, if the person specification asks for “experience of organising events” you may not have gained this experience through paid work. However, you may have developed your organisational skills through involvement in a club or social group.**

**Whichever way you have gained the experience, skills, abilities, or knowledge mentioned in the person specification, you should tell us about it. Remember, we can only decide to invite you for interview based on the information provided in your application.**

**The successful candidate will be asked to produce prior to commencing employment;**

- A) Qualification certificates (Originals)**
- B) A birth certificate / Passport**
- C) Driving License (Where applicable)**

**Any false declarations or the production of fraudulent documents will automatically result in the offer of appointment being withdrawn.**





# Candidate guidelines

## Support for Completing the Application

**If you are a disabled applicant and require further information or assistance in completing your application form please contact the office.**

**One to One Support Services will endeavour to provide facilities where appropriate, to assist a disabled person to help them undertake the job, if appointed. You are therefore, encouraged to identify any requirements in your application in order to assist us in meeting our obligations under the Disability Discrimination Act.**

**If you would like help completing your application, please contact us before the closing date and we will be glad to help you.**

## Format and Interviews

**Only applicants who have demonstrated that they meet the essential criteria in accordance with the person specifications will be short listed for interview. Under the Disability Discrimination Act, One to One Support Services must be prepared to make reasonable adjustments to meet the needs of disabled applicants and employees. This is included in our Equal Opportunities Policy.**

**If short listed you will be invited to attend an interview. For some posts, particularly where they are of a special nature or where there are a large number of applications, applicants may be requested to undertake written exercises or tests or to prepare a submission for presentation as part of the interview process. If this is the case you will be informed in the letter inviting you to interview.**

**Interview panel members will ask you questions and make notes. You will have the opportunity to ask questions about the job and the terms and conditions of service.**

## Criminal Records Bureau Checks

**For successful applicants only:**

**For appropriate positions it is our policy to obtain disclosures from the Criminal Records Bureau. This process is initiated only once an applicant has been given a conditional offer. The cost of the CRB will be paid by us. However, should you leave employment within 12 months of your start date, then we will recover this cost from your last salary payment. The successful candidate will be required to disclose any convictions, cautions or ones pending.**

**Under the terms of the Rehabilitation Of Offenders Act 1974. Any individual disclosure made or details of convictions / cautions by the CRB will not automatically bar you from consideration for the appointment to the post under application. Further details of this process will be provided to you if you are successful at interview.**

**For the majority of posts within the company an Enhanced Disclosure will be required as staff often have access to vulnerable children and adults. These posts are exempt from the rehabilitation of offenders act 1974.**

## Medical Questionnaire and Declaration of Health

**You will be required to complete a medical questionnaire and health declaration should you be successful. This information is confidential.**



## References

**All offers of employment are subject to receipt of two satisfactory written references. Please provide the names, addresses and telephone numbers of two referees, one of whom should be your present or most recent employer or an academic referee if more appropriate. Referees will not be contacted without your prior permission. Family members will not be considered as a suitable referee. One or both referees must have known you personally for at least 2 years.**

## Equal Opportunities Monitoring Information

**One to One Support Services recruits and selects employees by using job-related criteria (the person specification). To ensure that this process is fair, we need to find out how you found out about this vacancy. Also, we would like information about your age, gender, marital status, ethnic origin, and disability and religious belief. We then compare, anonymously, who applies, who we shortlist, and who we appoint, with information about the labour market.**

**Please complete the enclosed Equal opportunities monitoring information form and return it with your application. Please note that this information is separated from the application form before short listing and interviewing.**





**CONFIDENTIAL**

**Post Details**

For Position of

Location

Advert Ref

Closing Date

**Personal Details**

Title

Mr/Mrs/Ms/Other

Surname

Forename(s)

Previous names / Know As / Maiden Name

Address

Telephone - Daytime

Telephone - Evening

Telephone - Mobile

Email Address

**Present or Most Recent Employer**

Job Title

Employers Name, Address and Telephone Number

Salary

Employed From And To

Notice Required

Outline Your Present Duties and Responsibilities





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**Educational and vocational training**

Please give details of relevant qualifications gained and training in either this country or abroad with dates

Establishment attended	Course title/subject	Qualifications	Dates

**Previous employment**

Please give details of all previous employment whether temporary, part-time or voluntary. Starting with the most recent. Include periods of non employment

Name and address of employer	Job title and main responsibilities	Date employed to / from, salary	Reason for leaving

**10**

**Experience and supporting evidence**

Using the job description and personal specification please enter information regarding your relevant skills and suitability to support your application. You may continue on an extra sheet if necessary.

[Empty text area for providing experience and supporting evidence]

**1  
1**

**CONFIDENTIAL**

**Absence**

How many days sickness have you taken in the last 24 months

On how many occasions

Please give brief details of illness's and dates

**References**

Please enter the details of two referees. One referee should be your most recent/current employer

**Referee 1**

Name

Capacity known

Address

Telephone

**Referee 2**

Name

Capacity known

Address

Telephone

**Can we contact your referees prior to offer of employment being made?**

Yes

no

If no, please note that a reference will be requested if successful at the interview before we can proceed with your application.

**Statement**

I declare that I have read and understood the information provided with this application.

For the purposes of the data protection act 1998, I consent to the information contained in this form and any information received by 1-1 services relating to subject matter in this form, being processed by them in administrating the recruitment process.

I understand that any offer of appointment and subsequent employment is dependant upon this declaration and information contained within this application.

To the best of my knowledge and belief the information contained on this form is accurate. It is understood that any deliberate false statement or omission may prejudice my employment.

**Signature**

**Date**

1  
2

In order for us to improve our policies and practice we would like you to help us by completing this form. Thank you.

**Disability**

Do you have any long term illness, health problems or disabilities that limit your daily activities?

Yes  no  Details

**Ethnicity**

White British <input type="checkbox"/>	White & Black Caribbean <input type="checkbox"/>	Black Caribbean <input type="checkbox"/>
White Other <input type="checkbox"/>	Indian <input type="checkbox"/>	Other black Background <input type="checkbox"/>
White & Black Caribbean <input type="checkbox"/>	Bangladeshi <input type="checkbox"/>	Black African <input type="checkbox"/>
White & Black African <input type="checkbox"/>	Other Asian Background <input type="checkbox"/>	Any Other <input type="checkbox"/>
Pakistani <input type="checkbox"/>	Chinese <input type="checkbox"/>	

**1  
3**

**Gender**

Male  Female

**Age**

Up to 20  21 - 25  26 - 30  31 - 40  41 - 50   
51 - 60  61- 65  65 +

**Recruitment source**

Where did you learn about this vacancy?

**Thank you for completing this form. Please return with your application form.**





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Company No. 5687915

**CONFIDENTIAL**

**For Office use only**

Notes

A large, empty rectangular box with a light blue border, intended for office use notes.

**1  
5**

## Person Specification



**Post:** Temporary Casual Support Worker

**Dept:** Services **Level 1**

The person specification is used to help managers identify suitable candidates and to ensure that all applicants are judged on fair and objective criteria, which is relevant to the post.

We will be looking for applicants who can show that they meet our **essential** requirements. You should, therefore, use the information below to help you to complete your application form.

Experience	
Essential	Desirable
Experience of providing practical support. This may have been as a result of paid employment, volunteer work or on an unpaid basis for a family member or friend.	Experience of working with people with learning difficulties, disabilities, who have additional needs or sensory impairment.

Skills and Knowledge	
Essential	Desirable
An ability to communicate effectively both verbally and in writing. To complete compulsory paperwork regarding the services and hours worked.	Sign Language skills to Level 1 and f knowledge of other communication methods and systems To have had some training regarding disability, elderly persons, child care or social caring.  A proven ability to complete brief written reports or assessments.
An ability to support service users with significant mobility problems (eg assisting with walking or with a guide dog.	
Able to work on own initiative	Have had experience working in outreach situations
An ability to build effective working relationships with others (e.g. colleagues, professional bodies and other significant people)	
An understanding and commitment to the principles of equal	

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opportunities	
Evidence of basic numerical skills	Previous responsibility for day to day handling of cash on behalf of a service user or company.
To be comfortable with animals as service users may have pets or guide / hearing dogs.	
NVQ level 2 in care / equivalent or above or a willingness to commence this training.	<p>Training or qualification in any of the following areas;</p> <ul style="list-style-type: none"> <li>● Manual Handling</li> <li>● Basic food Hygiene</li> <li>● Basic first Aid</li> <li>● safeguarding</li> <li>● Supporting with medication</li> <li>● Health &amp; safety</li> <li>● Intervenor</li> <li>● Communicator guide</li> <li>● Communication support worker</li> <li>● Elderly people</li> <li>● Dementia</li> <li>● Stroke</li> <li>● People with additional needs</li> <li>● Challenging behaviour</li> </ul>

Special Conditions	
Essential	Desirable
An ability to accompany service users and participate in leisure activities.	A willingness to participate in a range of activities (eg horse riding, rambling, rock climbing, swimming and going to nightclubs).
	To hold a full driving licence and have the use of a vehicle to occasionally transport service users.
To work flexible shifts including evenings, weekends, to meet the changing needs of service users	
<p><b>IMPORTANT</b></p> <p>This is a regulated position – the successful candidate will need to have an Enhanced Criminal records Bureau Check. This position is exempt from the Rehabilitation of Offenders Act as the position involves working with vulnerable adults and children.</p>	

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## Job Description



**Post:** Temporary Casual Support Worker

**Grade:** Level 1 (Dependant upon level of qualifications and experience)

**Dept:** Services

**Report to:** Service Manager

**Salary range:** Scale Level 1 £8,840 - £13,520      Scale Level 2 £14,040 - £15,600  
Scale Level 3 £16, 12 – 17,680      Scale Level 4 £18,200 - £19,760

(All salary payments are pro-rata of full time 40hrs per week. Unless otherwise stated staff are paid hourly for hours worked)

### Purpose

- a) To provide a customised, responsive and high quality service for people who have sensory impairments and / or learning disabilities or additional needs. Enable the client opportunities to access learning and leisure opportunities in a variety of settings, within the local community.
- b) To empower the person to live as independently as possible with appropriate levels of intervention.

### Key Responsibilities

1. To assist in enhancing existing communication skills by ensuring that constructive and total communication is used at all times, at a level and pace to suit the needs of each client. For persons with sensory impairment – to act as their eyes and ears at all times, relaying what is seen and heard, including spoken contributions, non verbal and environmental information. This may include indicating who is and who is not present, people's appearance, facial expressions / body language and what is happening around them.
2. To advocate, where appropriate, on the clients behalf, whilst always ensuring their right to privacy, dignity, choice and respect.
3. To maintain accurate, up to date and comprehensive records regarding the person's development and well-being. This is also to ensure that the planning process is relevant and that we are responsive to the changing needs of the person. To attend service review meetings and provide service review information when required. To attend regular staff meetings and training as required.

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4. To help maintain constructive contact family and other significant people involved in the care and well being of the person.
5. To implement the person's development or care plan, in a manner that is consistent with their culture, gender and age. This will entail arranging and accompanying the person on leisure activities and to appointments. To escort the person (On foot, public transport or in vehicles) outside of the home, activities, including shopping. Clubs or other activities of the person choice. This may mean supporting them to make arrangements.
6. To work a flexible hours system, which could include evenings and weekends. (Evening and weekend work will be arranged in advance to give maximum notice to staff.)
7. To maintain an awareness of good practice, so that a high Quality and responsive services can be maintained.
8. To comply with One to One Support Services policies and procedures, whilst actively promoting the principles of equal opportunities and working in a manner that maintains a safe, healthy and supportive environment for staff and service users at all times. Our services work with vulnerable people and it is therefore essential that our staff cooperate fully with all monitoring procedures.
9. To visit the person in their home and provide access to correspondence and other written information, to assist with letter writing and making telephone calls. To act as companion to the person, providing news, information and assist them to access other services.
10. To act as a communicator for the person as appropriate. To support the person with the above activities and services through utilising good communication skills. To assist them with their additional needs in line with their care plan.
11. To accompany service users whilst doing social activities and to work alone on own initiative.
12. To carry out any other duties consistent with the nature and Grade of the post.

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