



Being a Relief Support Worker

Job description, person specification and other information on why joining the Dimensions team is a great choice to make!



Welcome

As one of the country's largest not-for-profits, we are driven by our values. People with learning disabilities and their families are at the heart of everything we do and we want every person we support to have a great life, with excellent outcomes. We couldn't achieve that without all the great support workers and relief support workers who join our Dimensions team. It all starts with you!

There is no such thing as a 'typical' relief support worker. Colleagues range from school leavers who want a job that involves helping people, to those who want a change of career, to experienced support workers wanting to work for an organisation that truly places the people it supports at the heart of all it does, to those coming to the end of a completely different career who want to give something back to their community.

The one motivation that links everyone is a desire to work with people, to make lives better and to help people to learn something new or take new steps towards independence. Our support workers and relief support workers certainly don't see what they do as 'just another job'.

Our values

We are a values based employer. We shortlist and appoint candidates based on how they demonstrate that they share our values:

- **Ambition:** helping people be the best they can be
- **Courage:** being brave enough to make a difference
- **Integrity:** being honest and fair in all the things we do

- **Partnership:** working with other people to make a bigger difference
- **Respect:** treating everyone fairly and knowing that everyone's voice is important.

No matter what previous experience you have had, we can provide you with all the training needed to become a great relief support worker.

Why Dimensions?

One answer is that we're an organisation that sets the standards for our sector.

Dimensions was one of the pioneers of personalised support and person-centred thinking.

We are an inclusive employer, valuing the diversity of our workforce, being respectful of differences and making reasonable adjustments to ensure people reach their full potential.

Introducing Activate

We have created a new, award-winning model of support called Activate.

It is an evidence-based, outcomes-focused support model built around eight 'domains' of support, and brings decision-making closer to the people we support.

Activate involves teaching new skills and enabling people to try new experiences, which our research has proved is the best way to deliver measurable improvements in quality of life.

On top of this, colleagues who have used the Activate approach reported an increase in job satisfaction.

Rewarding Dimensions

Our sector-leading benefits package really adds up. As a relief support worker, you can benefit from:

- Competitive rates of pay
- Flexible working opportunity
- Discounts on shopping, leisure and more
- Recognition of excellence in our Inspiring People awards and chance to win a £50 voucher
- £200 bonus for introducing a friend as a new colleague
- Comprehensive induction and training programme
- Our support to complete the Care Certificate, paid for by Dimensions, which is essential for workers in the health and social care sector
- Ongoing access to a huge range of free training
- Regular 1-2-1s and annual appraisals

Everything we do is based in our values and we really care about people.

You'll be joining Dimensions at a really exciting time. We are a social care provider at the very cutting edge of support provision.



- Sleep-in payments of £37 are available in addition to basic pay. If applicable (depending on various factors such as your individual working hours, number of sleep-ins worked and rate of pay) you may also receive a top-up payment. If you were TUPE'd in, on a previous employer's terms, then those sleep-in rates apply. Note: in certain areas different arrangements apply in line with contractual commitments with local commissioners.
- Free 24/7 confidential advice from our Employee Assistance Programme (EAP) on anything from consumer rights to health – also available to family members
- Dimensions wellbeing strategy, and colleague listening network.





What does it involve?

Relief support worker's job description

Introduction

Joining the Dimensions team as a relief support worker, you will be given support and leadership from a locality manager, assistant locality manager or, in their absence, a lead support worker.

Purpose of the role

As a relief support worker, you'll be helping people that you support to live the individual life they want, ensuring they have choice and control over the planning and delivery of their support.

You'll be providing Dimensions with a flexible source of support to help manage colleague absences, additional support needs, or other service-specific demand which may arise.

Core duties

No two days will be the same, you will enjoy variety and assist people in the following ways:

- Using Activate to set challenging goals in the eight key areas known to affect a person's quality of life.
- Supporting the person to reflect, learn and grow through each of the Activate domains using digital software (training provided).
- Recognising that every moment has potential.
- Recognising and celebrating what the person can do for themselves.
- Helping people learn the skills they need to live the life they choose.
- Supporting people with their medication.
- You will help the people we support to shop for things they wish to buy including their clothes and food, and to prepare their meals as required.
- Helping, encouraging, supporting and teaching the people we support to do their housework, including cleaning and laundry.
- Supporting and encouraging people to find opportunities in education, employment and leisure, and enable them to take part in these opportunities.
- Helping the people we support to manage their own money.
- Supporting people with their day-to-day travel arrangements and holidays as required.
- Working in a supportive manner with colleagues, families and external parties, building trust by being open and honest.
- Supporting, encouraging and teaching people to maintain personal and intimate care as needed, which may include dressing themselves, showering/bathing, using the toilet.
- You will have to keep some written records, using IT systems as required to help you, including support plans, financial info and health and safety records.

In addition to the above, a relief support worker is expected to:

- Complete all required training either by e-learning or attending courses.
- Adhere to our policies, procedures and standards as published. Keep information about the people we support, colleagues and the company confidential.
- Be able and willing to wear all necessary PPE (personal protective equipment) such as surgical facemasks, gloves and aprons as required by Dimensions policies.

Please note that this is a generic job description and person specification and should be read in conjunction with the personalised advert for this vacancy, which will outline more specific duties and requirements of the candidate.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role of relief support worker with Dimensions.

Do you have what it takes?

Relief support worker's person specification

Unless otherwise stated, these are the qualities we'll look for when we shortlist, and look to confirm when we meet you.

Ambition

- You're committed to our values and the continuous improvement of our services.
- You can develop, with our support, motivating and enabling skills – for example, you can set challenging goals and have the ability to assist a person you support in making informed choices.
- You're able to listen to the people we support and demonstrate an understanding of what they are communicating. (This is checked at the interview stage only.)

Courage

- You're willing to work with people with a learning disability and/or communication difficulties.
- You're able to gain the skills to challenge poor practice and implement improvements.
- You're willing to work with people who require additional support because of behaviour that challenges.

Integrity

- You're able to demonstrate a positive image of people with learning disabilities.
- You're able to communicate clearly, adapting what you say and how you say it so that each person can understand you.
- You're able to exercise confidentiality when supporting vulnerable adults – for example, financial and personal details.

Partnership

- You're able to demonstrate an understanding of the varying needs and requirements of people with disabilities.
- You have the ability to develop positive working relationships with all those involved with Dimensions – including those we support, families, carers, internal colleagues and external agencies.
- You're able to work as part of a team.

Respect

- You demonstrate that you can ensure people are treated fairly and with respect.
- You're able to work flexibly and to respond effectively to changes in workload and the needs of the people we support.
- You're able to demonstrate an understanding of our core values – including treating all people with dignity and respect.

Other requirements

- You have basic computer literacy, are able to complete e-learning and can deal with Word documents and forms using a computer.
- You have adequate literacy and numeracy skills for basic forms, financial administration, petty cash and recording on medical charts etc. This will be assessed at interview and support provided throughout your probationary period if required.
- You're willing to undertake training.



“I love working for Dimensions and knowing that I’m making a real difference to the people we support every day.

With the range of benefits and the person-centred values of the organisation, I feel supported at work, while I’m supporting others.”



Proving life can get better

Dimensions provides evidence-based, outcomes-focussed support including sector leading positive behaviour support for people with learning disabilities, autism and complex needs. We help the people we support to be actively involved in their communities.



Contact us

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Find out more

www.dimensions-uk.org

Find us on social media @DimensionsUK

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