

Application Pack

Home Care Apprentice Administrator

Welcome

Thank you for expressing an interesting in our current vacancy.

An exciting opportunity has arisen to join the team of a social enterprise Home Care service located in Thornaby, Stockton-on-Tees. We require an Apprentice who has an interest in Health and Social Care and who is willing to study for an NVQ relevant to Home Care

The successful candidate will gain hands on experience as a Care Assistant and also have the opportunity to work within the office environment to gain an understanding of the business management side of Domiciliary Care, working in a supported learning environment to develop the skills and knowledge which will assist the individual to complete an industry related qualification.

This document provides further information on Five Lamps Group, the role of Home Care Administrator Apprentice and the application process.

About us

Since our organisation began over 30 years ago, Five Lamps Charity has continually focused on social responsibility. We deliver services to socially, economically and financially excluded customers and reach a staggering 16,000 customers per year on a local, regional and national basis.

The impact of our works spans supporting long-term unemployed people back into work; providing training, employment and qualifications to Not in Education Employment or Training (NEET) young people; supporting customers on their enterprise journey from enterprise coaching, mentoring, business planning and accessing finance for start-ups; providing evening and weekend youth club activities; delivering a Home Care service to support the elderly in our local community to stay in their homes; providing affordable personal loans to individuals and homeowners who are unable to access mainstream support.

In recognition of the increased complexity of the organisation and the need to provide greater transparency in financial performance between the lending and charitable activities, a trading company, Five Lamps Trading Ltd which trades as 'Conduit' and 'Conduit Scotland' was established in 2012. It is a wholly-owned subsidiary which gift aids relevant surpluses to the Charity.



Five Lamps Charity

Five Lamps Trading

Governance

Five Lamps Charity has a Board of Trustees and Five Lamps Trading Limited has a Board of Directors, who provide leadership, strategic direction, challenge and entrepreneurship, driving the business forward, keeping it under prudent control and acting responsibly towards employees, stakeholders and society as a whole.

The Charity Board meets at least quarterly and comprise of 5 members and the Trading Boards meets monthly and is comprised of 7 members from a diverse range of professional backgrounds.

Charity	Trading
Patricia Chambers, Chair	Lisa Pickard, Group Chief Executive
Vivienne Holmes, Vice Chair	Rod Jones
Ian Wright	Richard Poundford
Trevor Watson	Trevor Watson
Jamie Houlders	Peter Morris
	Lara Hagelmann

Senior Management Team

- Group Chief Executive - Lisa Pickard
- Director of Corporate Services – Nicola Garrett
- Interim Finance Director – Mark Curry

Mission, Vision & Values

Our Mission: To Transform Lives, Raise Aspirations and Remove Barriers to Social, Economic & Financial Inclusion

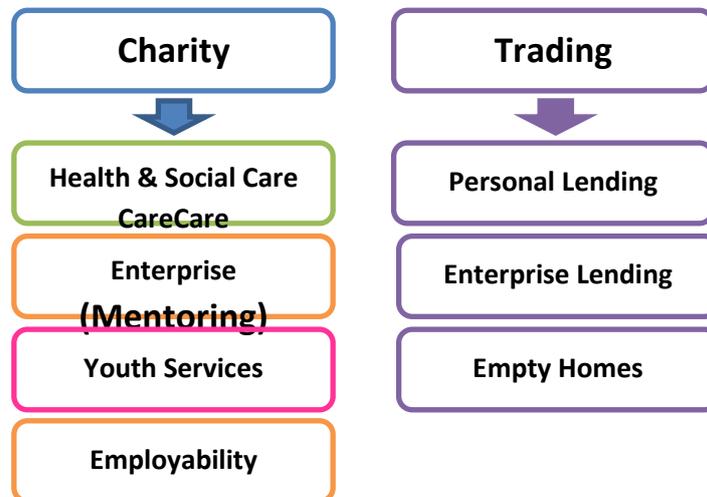
Our Vision: Creating Possibilities: Improving Lives

Our Values

- **To make people matter**, by releasing their potential and encouraging self-worth
- **Performance matters**, by achieving targets and meeting quality standards
- **Quality matters**, by assuring quality and achieving contemporary quality standards
- **To make communities matter**, by understanding neighbourhoods and their needs including everyone
- **Measuring impact matters** by collecting social, performance and environmental data across the full range of our business and producing an annual Social Impact Report

Structure

In trying to address social, economic and financial exclusion, we have 7 business divisions within our Charity and Trading Company.



We are regulated by the following:



Key Achievements

- The Trading Company finalised a £5million investment raise and drew down the first tranche of that capital for on-lending on 30 July 2018. This investment, the largest ever single deal for a UK community finance organisation will enable us to make 100,000 loans over the six years of the investment
- We are working to create a new Enterprise loan fund and have been successful in our application to the British Business Bank to be accredited to the Enterprise Finance Guarantee scheme
- The Youth Employment Initiative contract (YEI) has been further extended
- Five Lamps Trading Limited successfully secured full Financial Conduct Authority permissions in March 2018
- The Charity has completed the second year as joint accountable body alongside our friends at The Corner House Youth Project, in Youth United Stockton (YUS)
- We have launched 'Hull Money' and 'Northumberland Money'
- The first Care Quality Commission inspection visit to our Home Care service resulted in an overall rating of Good
- Conduit Scotland issued its 1,000th loan in July 2018 and is well-placed for further growth
- The Charity started delivering a Breakfast Club at South Thornaby, which runs every day of school holidays, recognising that holiday hunger is a significant issue in our communities. Support from companies like Asda and Warburtons has been invaluable as has the work of volunteers and our own staff.
- Our Home Care service secured the contract to provide the Hospital Discharge' service for patients returning home from North Tees hospital. This complements the great work of our Home From Hospital team
- We are working with Stockton Council to further expand the social inclusion work within Home Care within the scope of the ongoing pilot

- The Charity is now registered with the Office of the Scottish Charity Regulator
- Five Lamps is one of five affordable credit providers who will join Fair4All Finance's pilot scale-up programme

Role Description

Job Description

- Location:** Based at South Thornaby Community Centre, Thornaby.
- Hours:** 37 hours per week. Flexible hours (evenings and weekend working will be required)
- Responsible to:** Registered Manager
- Salary Scale:** National Minimum Wage (hourly rate dependent on age)
- Job Purpose:** To provide support to the Home Care team with administration duties, along with gaining experience as a Care Assistant
- Contract Period:** Apprentice contract temporary for 1 year. A permanent contract could be awarded subject to performance and the company securing funding.

Key responsibilities:

Administration

- To provide administrative support to the office based team in order to facilitate a high quality and responsive Home Care service
- To promote in a positive and professional manner, the image of the company's Home Care service
- To be a point of contact for employees, customers and their families and dealing with enquiries over the telephone, via email and face to face
- To become familiar with the Home Care system software to enable service user and carer records to be updated on a daily basis, including but not limited to holidays; cancelled/late calls; compliments/complaints; adding new carers and service users to the system; confirming appointments; adding/deleting appointments
- Providing HR support to the Home Care Administrator and HR Administrator, including but not limited to applying for Care Assistant references, scanning ID and ensuring all relevant documentation is gathered and saved onto the system
- Support Home Care colleagues to create, update and maintain care plans with other professionals to ensure individual needs are met
- Support the Home Care Team to make sure that prior to each service commencing, a customer assessment and risk assessment with the customer, and/or their chosen representatives, has been completed including what the customer needs and would like to achieve from their care and support

- To support the Home Care Team in ensuring a written individually tailored care and support plan has been created and agreed, that respects the customer's wishes and promotes their dignity and privacy. Agree appropriate risk control measures to reduce identified risks
- To undertake customer contact visits to ensure appropriate service delivery
- Ensuring adequate stock levels of key items such as PPE equipment
- Providing executive support to the Registered Manager including note taking, updating diaries and arranging meetings
- Daily post duties
- To take part in meetings and training as requested
- Participate in supervision sessions with the Registered Manager as required
- To support the Registered Manager in CQC inspections

Care Assistant

- To become familiar with and trained in the Care Assistant role and cover calls at times of peak pressure
- Assist customers within their home to meet their required needs. This may involve helping the customer to wash and dress, prepare meals and administer medication
- Duties may also include helping customers with their shopping or getting in and out of bed
- Provide an enhanced service that promotes interaction and strives to seek further wellbeing opportunities for the customer
- Ability to liaise with other professionals and remain calm under pressure in the event of alerting emergency services
- To work in partnership with other professionals, customers and their families to enable the customer to remain in their own home
- To follow all relevant statutory policy, codes of practice and procedure guidelines associated with the delivery of the service
- To ensure the maintenance of adequate and appropriate records and care plans throughout
- To take reasonable care of your own health and safety and cooperate with the Care Coordinator and Registered Manager, so far as necessary, to enable compliance with health and safety rules and legislative requirements

- Undertake training and development to keep up to date with the law, best practice and changes in company policy. Apply this knowledge to day to day delivery of care
- To act as a brand ambassador for the organisation at all times whilst in uniform
- Be prepared to work flexibly to ensure the safe delivery of the service
- Provide a good service to customers
- To ensure that all customers receive a consistently high quality level of service, appropriate with the standards required by Five Lamps
- Promote the rights of each customer and keep their wishes at the centre of their care and support
- Apply excellent communication skills with customers, their families and representatives, staff and other health and social care professionals to deliver high quality homecare services
- Keep all information about customers and their families secure and confidential
- Promote the business
- Represent the service in a positive manner
- Participate in the growth and development of the business
- Provide feedback and influence the future of the business

To undertake any other duties and responsibilities as may be reasonably required within the scope of the post. We will provide full training in line with regulatory requirements.

Skills & Experience Required

Factor	Essential	Desirable
Qualifications	Good standard of general education in particular English Language and Mathematics	
Experience/Knowledge	<p>Good understanding of the regulatory responsibilities and the law relating to domiciliary care services</p> <p>Experience of day to day duties required to meet the delivery of our service</p> <p>Excellent understanding of the needs of people who require care and support at home and the provision of homecare services in line with best practice</p> <p>Understanding of systems to maintain</p>	<p>Experience of working with Health and Social Care</p> <p>An understanding of Five Lamps integrated service portfolio</p>

	<p>confidentiality in relation to customers, staff and the business</p> <p>Ability to plan and organise workloads effectively so customers receive the services they expect</p>	
Skills/Abilities	<p>Excellent time keeper and reliable</p> <p>Self-motivated and keen to learn. Willing to seek guidance when needed and follow instructions</p> <p>Excellent interpersonal and communication skills, both written and verbal.</p> <p>Ability to maintain clear written and electronic records and to follow statutory reporting procedures</p> <p>Caring and compassionate towards people in need of care and support</p> <p>Respect for people suffering from a range of medical conditions with different backgrounds and beliefs to your own. Strong commitment to non-discriminatory care practice</p> <p>Commitment to respecting the rights of customers at all times and to promoting their privacy, dignity and independence</p> <p>Experience of building positive working relationships with people who use services and their families, staff and other health and social care professionals</p> <p>Ability to support customers with all aspects of their daily living in a manner that respects their dignity, is non-judgmental and promotes their independence, choices and privacy</p> <p>Ability to observe Five Lamps' policies, procedures and instructions</p> <p>Ability to work undirected and unsupervised</p>	<p>Good practical approach to problem solving</p>
Other (eg attitude, interests etc.)	<p>Team Worker with flexible attitude to duties and hours of work</p> <p>Enhanced Disclosure from the Disclosure and Barring Service formally known as (CRB)</p> <p>Committed, enthusiastic, reliable</p> <p>Receptive to the use of new technology within the homecare environment</p>	<p>Full clean driving license, business insurance and access to a car during work time would be advantageous but not essential</p> <p>Genuine interest in developing a social enterprise model as an alternative to traditional homecare services</p>

	Willing to undertake further training relevant to the post	
	Flexibility to operate within a constantly changing environment	
	Strong focus on customer care	
	Drive and determination to achieve excellence	

How to apply

Please complete and return the Application Form to hr@fivelamps.org.uk

The closing date for this post is 4 November 2019 @ 17:00. If you have not had a reply by 11 November 2019 please assume your application has been unsuccessful.

For an informal discussion about this post, please contact Cheron Moore, Registered Manager on 01642 753517.