



## Information for Applicants



### Do you want to work in an organisation that makes a real difference in the lives of people with learning disabilities?

The Westminster Society provides a range of services for people with learning disabilities and their families in our supported housing, registered care, respite and outreach. Due to our programme of continued expansion we have a range of vacancies in the organisation.

If you share our values and passion for enabling greater opportunities for people with learning disabilities throughout their lives, then this could be the organisation and job for you.

Successful applicants will receive an attractive range of benefits including:

- Up to 38 days annual leave (including bank holidays)
- Season ticket loan
- Childcare vouchers and family friendly policies
- Enhanced maternity provisions
- Professional and personal development package
- Flexible working opportunities

### Our Services

- Care Homes – the society has 21 care homes that include a wide range of housing options for people with learning disabilities, from independent flats with minimal support to homes for people who need high levels of support (24 hours).
- Respite services
- Outreach team

The services are located across the London boroughs of Camden, Westminster and the Royal Borough of Kensington & Chelsea. Our team of Support Workers provide support and care to society's most vulnerable people and have the privilege to share their joy's, triumphs, failures, frustrations, sadness and laughter.

# Work with us and make a difference

*“Having only been here a short while, it has been refreshing to come into a great team with such growth and improvement”*

## Central Services

This consists of back office functions that support the frontline teams to deliver excellent services to our service users. Central Services includes:

- Finance & IT
- Human Resources
- Training and Development
- Marketing & Communication
- Volunteering

## Why join the Westminster Society?

We are an award winning charity with extensive experience in supporting people with learning disabilities including people with complex needs and profound and multiple disabilities.

We place special emphasis on promoting family relationships, as this is crucial to delivering successful services.

As an organisation we know the impact that high quality employee's make on the lives of people with learning disabilities and enabling the organisation to achieve its goals and objectives.

Our senior management team has personal experience of providing direct support to adults and children with learning disabilities, and their families. This means the day-to-day delivery of services is very real to us as an organisation and we strive to continually improve the developmental needs of our workforce to ensure the delivery of the best possible care and support to the people using our services.

We actively promote equal opportunities and hold the Investors in People Gold Award, and have been recognised for our innovative recruitment practices.

Follow the links below to our website and social media:

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

[www.twitter.com/wspld](https://www.twitter.com/wspld)

[www.facebook.com/thewestminstersociety](https://www.facebook.com/thewestminstersociety)

*“I absolutely love my job and it is like a family. My highlights are all of the changes I’ve seen in people and been part of.”*



## How to successfully apply for a job role

You will need to complete the application form, fill it in and then return it via e-mail on or before the closing date to [recruitment@wspld.org](mailto:recruitment@wspld.org)

To maximise your chance of being selected for an interview it is essential that you complete ALL sections in full.

Alternatively you can send us your CV, although if short-listed we will ask you to complete an application form in advance of your interview.

All information provided by applicants is treated with full confidentiality.

Before you start completing the application form, it is to your advantage to read the job description and person specification in full.

To prepare for the interview, you should read all the information that is available on our website at [www.wspld.org.uk](http://www.wspld.org.uk). Where indicated in the job advertisement, you may be aware to contact the recruiting manager to have an informal discussion about the job role.

This will help you complete the best application you can and greatly increase your chances of being short-listed and ultimately offered the post.



*“The Westminster Society is professional and an extremely lovely place to work”*



## How to complete the application form

When completing the application form the following points may be of help:

### **Section 1 – Your Personal Details**

Please make sure you complete all of your personal details in full.

### **Section 2 – Why do you want to work for the Westminster Society?**

It is important that when you complete this section, you provide as much information as possible about your work experience, knowledge and the skills that you have attained.

This section of the application form is used for shortlisting applicants for the interview. It is therefore essential that you use this section to tell us why you should be invited for an interview.

You should read the person specification carefully so that you understand the experience, skills and knowledge that are required in order to deliver in the job role. When completing the application form you should provide specific examples of how you meet each of the essential criteria within the person specification.

The examples of your experience that you use, can relate to similar work, or work where you have used similar skills, volunteering or experience you have gained through your personal life.

Where, for example, the person specification states ‘excellent communication skills’ you need to think of instances where you have demonstrated your communication skills. If you merely state that ‘I have great communication skills’, without giving a specific example, then you will not have provided sufficient information to show that you have excellent communication skills.

### **Sections 3 & 4 – Your current and previous employment**

Please give details of the most recent job or voluntary work you have had. If you have never worked, please state that clearly in this section.

Please give details of your previous employment in date order, starting with the most recent jobs you have had.

Where you have been employed by an agency, please outline the details of the agency as well as the placement(s). Also, include any previous work with the Westminster Society and voluntary work / work experience you may have had.

If you need more space to detail all of your employment history, please do so on a separate sheet of paper and attach it to your application form.



*“I enjoy working for the organisation, It has a lot of opportunities for staff to develop”*

### **Section 5 – Any employment gaps you may have**

If you have had any period where you have not worked, please detail these in this section. Such gaps may include unemployment, travel, maternity leave, etc.

### **Section 6 – Your Education & Training**

Please provide details of your education and training in this section. Please include any qualifications or courses attended (this includes non-certificated courses) which are relevant to the job role.

### **Section 7 - Other information about you**

Please make sure you complete all of the questions in this section.

### **Section 8 – Criminal Convictions**

Some of our posts are exempt from the provisions of the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act 1974 (exemption) order 1975. Therefore you are asked to disclose whether you have any previous convictions, cautions, reprimands, or final warnings, regardless of whether they are “spent” or not.

All successful candidates will require a criminal record check which will be carried out by the Disclosure and Barring Services (DBS). A criminal conviction will not necessarily debar you from employment with the Westminster Society. Where a caution or criminal conviction is disclosed the Society will meet with you to discuss the circumstances and undertake a risk assessment. Please complete this section answering Yes or No and if required providing further information.

### **Section 9 – Your References**


A final offer of employment is subject to us receiving a minimum of 2 satisfactory references covering the last 3 years. When choosing your referees, you will need to include your current or most recent employee (including voluntary work / education) as your first reference.

Where possible both references should come from a previous employer. Relatives may not be given as referees.

There can be delays in being able to provide a final offer of employment and agree a start date, because of difficulties in us obtaining references. Therefore, it is important that you provide full details of all referees and that they are correct and up to date.

It is also important that any referees you put down are willing to provide a reference and that they are aware that if a reference is not provided it will affect our ability to offer you employment. You can help be contacting your referee’s at the point of completing this application to let them know that you are applying for this job role and they may be approached for a reference.

We will contact all referees listed but only for successful applicants.



*“I enjoy working for the organisation and I am proud of the way my team supports the people we work with”*

## What happens after you have applied for the post?

Applicants who are shortlisted will be invited to attend an interview. You will be advised of the interview process at that time and it usually consist of a competency based panel interview. For some of our job roles you may also be expected to:

- Prepare and present a presentation on a specific subject for 10 – 15 minutes
- Undertake a competency test
- Undertake a test to demonstrate the skills required for the job role

We will contact you as soon as possible to let you know if you have been short-listed and if you have, when your interview will be, including the process.

Due to the high volumes of applications, we are not able to provide applicants not short listed for interview with feedback.

If you are short-listed for an interview, we look forward to seeing you soon and wish you all the success with your application. Applicants who are unsuccessful after interview will be provided with feedback where it is requested.

All offers of employment are conditional and are subject to the following:

- DBS check
- Occupational Health Clearance
- Right to work in the UK ID and check
- A minimum of two satisfactory (satisfactory to be determined by WSPLD) references covering the last three years

Note for successful candidates:

In the event that the Society is unable to obtain and / or complete the pre-employment checks outlined above the offer of employment is likely to be withdrawn.

## **JOB DESCRIPTION Accommodation Services - ASSISTANT TEAM MANAGER**

**Accountable to:** Team Manager

**Responsible for:** Supporting the Team Manager with the effective management and coordination of a high quality, person led service for people with learning disabilities.

**Main Objectives:** To support the management and development of the service, ensuring effective operational management, leading the staff team in ensuring a high quality service is delivered that meets the needs of people with learning disabilities. To be responsible for ensuring that person centered support is provided and that the team has the skills and competences required to meet these aims.

**Limits of Authority:** To work within agreed budgets and policies and procedures of both the Westminster Society and the individual services.

### **KEY AREAS OF WORK:**

#### **COMMUNICATION AND RELATIONSHIPS**

- To liaise with relevant agencies including attending internal and external meetings as appropriate / in the absence of the manager.
- Accessing relevant support services and representing the views and needs of the people we support and the team as required. Ensuring effective flow of information both internally and to external parties as appropriate
- To support tenancy or residents meetings and ensure the involvement in consultation and decision making.
- To ensure and support the delivery of Active Support and communication needs reflective of the people being supported to maximize communication skills and maintain or develop individuals skills.

#### **PEOPLE WHO USE THE SERVICE**

- To support and promote awareness of people's rights and responsibilities. Including rights and responsibilities of group, family or independent living, support to complain, ensuring consultation and involvement in decision making on all issues that affect them and promotion of advocacy;
- To provide prompt and individualised support to address day to day needs. Ensuring appropriate levels of support in relation to personal, domestic, educational, employment, relationships and social care needs. The development and review of daily living skills to promote independence within the Active Support model
- To provide support to develop / maintain relationships including links with families, employment and education services, health professionals and other stakeholders.
- To support reviews. To take an active part in the completion of assessments and transitions, involvement of people in the referral process, establishing and supporting goals, outcomes and then celebrating achievements.
- To facilitate service planning and development. Working with the manager, team and people being supported in the completion of quality assurance systems and related action plans, coordinating review and continuous development of policies, procedures and service planning, ensuring team awareness and adherence of systems and the relevant legislative framework.

## **RISK MANAGEMENT and SAFEGUARDING**

- To be aware of the vulnerability of the people you work with and be alert to potential for abuse. To use local and national policies and procedures for recognizing, recording, reporting and participating in safeguarding protocols
- To ensure completion of risk assessment processes. Including participation in identification of operational risks and development and communication of related risk management plans. Ensuring stakeholder awareness of Risk Assessment processes and in line with Health and Safety legislation

## **PERSON CENTRED PLANNING**

- To facilitate and effectively coordinate all Person Centred Plans.
- To support team members with preparation, administration and completion of PCPs and reviews through providing coaching and support, liaising with family and employment and education, health and social services as appropriate.
- Supporting team members in developing accessible information, including multimedia and promoting its use within the service.
- To Support the management of delivering a person centered approach at all times.

## **MANAGEMENT, ADMINISTRATION AND FINANCIAL MANAGEMENT**

- To support effective service administration. Effective time management, coordination and completion of files, relevant reports, monthly and quarterly returns etc.
- To ensure effective budget management, including participation in budget setting, monitoring and support to ensure financial controls are observed. Ensuring monthly returns are completed and the monitoring of service user finances

## **HEALTH AND SAFETY**

- To ensure effective property maintenance, including monitoring, prompt management of hazards, coordination of Building and Fire Risk Assessment and ensuring arrangements are made for repair/replacement, servicing as appropriate and that fixtures, fittings and equipment are properly maintained.
- To ensure effective Health and Safety recording and reporting in line with requirements, maintaining effective working relationship with the relevant Housing Association (in conjunction with the WSPLD Housing Department).

## **TEAM**

- To provide effective team support including the co-ordination of information, shift management support, facilitation of team meetings, involvement in induction and training;
- To supervise staff along with the team manager according to the Society's procedures and deliver induction and appraisal
- To effectively contribute to performance management issues, identifying performance and grievance issues promptly and effectively in line with the relevant procedures and in conjunction with the manager and HR
- To participate in the recruitment and selection processes in line with the Society's recruitment policy;
- To support the team in the delivery of their link worker responsibilities including teams administration and demonstration of best practice
- Rota Management- participating within the Team Rota system, covering various shifts including early and late start and finishes, alternate weekends, and sleep-in as required. Problem solving with the Manager and the team on Rota issues on a day to day basis.



## **MANAGING DIVERSITY**

- All Society employees are expected to work individually and collectively to promote a constructive and sensitive approach to working with others from a variety of cultures and backgrounds where the work of others is valued and respected; all employees are expected therefore to carry out their tasks within the terms and intention of the Society's Diversity and confidentiality policies.

## **TRAINING, SUPERVISION AND PERSONAL DEVELOPMENT**

- To participate in Society working groups, internal and external training, supervision and appraisals and to develop knowledge, techniques and skills
- To identify personal development needs to meet operational and professional needs
- To provide training and development to staff teams to meet learning objectives and promote learning and continuous improvement
- To ensure excellent and continuous knowledge of the Society's services, current legislation, quality standards and sector development
- To participate in own learning including access to qualifications and development of managerial skills as part of career development

## **OTHER**

This job description is a general guideline only. All Assistant Team Managers may be required to undertake duties not outlined above at the request of the Team Manager or Service Manager.

## ASSISTANT TEAM MANAGER – PERSON SPECIFICATION

QUALITIES	ESSENTIAL	DESIRABLE	ASSESSMENT CRITERIA
<b>Skills</b>	To manage in the absence of the Team Manager, deal with emergency situations & problem solve effectively using initiative effectively prioritising and organising own work, and coordinating the work of others.		Application form, Assessment Centre / Interview
	Well developed oral, active listening and written communication skills with a wide range of people and forums including team, clinical and social care professionals, existing and new people who may be using the service and their networks		Application form, Assessment Centre/ interview
	An ability to ensure effective financial and administrative systems, including monitoring service and tenant / members budgets & dealing with benefits and user income queries		Application form Assessment Centre/ Interview
	IT literate with the ability to perform administration tasks such as report writing, completion of spreadsheets with a good attention to detail.	demonstrable multi media skills	Application form, Assessment Centre/ interview Written Test
<b>Experience</b>	Demonstrable experience of working with people with learning disabilities and or people with mental health needs	Valid driving licence with no current endorsements	Application form, Assessment Centre / interview
	A good understanding of Health and Safety issues and practices and an ability to train team & tenants in this area		Application form Assessment Centre/ interview
	An understanding of the possible difficulties facing people with learning disabilities living independently in the community and the ability to support people to resolve issues including tenancy support.		Application form, Assessment Centre/ interview

<b>Knowledge</b>	An understanding of the risks of abuse for vulnerable adults and the role of all staff and managers in meeting the requirement to report and follow up issues		Application form Assessment centre /interview
	Knowledge of Support Planning, person centered approaches and how to ensure key worker responsibilities are applied in a person centered way		Application form/ interview
<b>Motivation/ Disposition</b>	Enthusiastic and customer-focused, driven on by fulfilment in reaching high standards / quality. Flexible, positive and can-do approach to problems and working practices		Assessment Centre/ interview
	Demonstrable application of the Society's core values and equal opportunity issues and an ability to support the application of these in all areas of work		Assessment centre /interview
	Ability to support and take part in a flexible Rota that meets the needs of the team and the individuals you are supporting including working flexible shifts, alternate weekends and sleep in as needed by the service		Application form/ interview



## **JOB DESCRIPTION Short Breaks Services- Kingsbridge Road – ASSISTANT TEAM MANAGER- NIGHTS**

**Accountable to:** Team Manager

**Responsible for:** Supporting the Team Manager with the effective management and coordination of a high quality, person led service for people with learning disabilities.

**Main Objectives:** To support the management and development of the service, ensuring effective operational management, leading the staff team in ensuring a high quality service is delivered that meets the needs of people with learning disabilities. To be responsible for ensuring that person centered support is provided during nights and that the team has the skills and competences required to meet these aims.

**Limits of Authority:** To work within agreed budgets and policies and procedures of both the Westminster Society and the individual services.

### **KEY AREAS OF WORK:**

#### **COMMUNICATION AND RELATIONSHIPS**

- To liaise with relevant agencies including attending internal and external meetings as appropriate.
- Accessing relevant support services and representing the views and needs of the people we support and the team as required with a particular focus on night needs but not excluding day support needs. Ensuring effective flow of information both internally and to external parties as appropriate
- To support the involvement in consultation and decision making of guests staying at Kingsbridge Road.
- To ensure and support the delivery of Active Support and communication needs reflective of the people being supported to maximize communication skills and maintain or develop individuals skills.

#### **PEOPLE WHO USE THE SERVICE**

- To support and promote awareness of people's rights and responsibilities. Including rights to complain, ensuring consultation and involvement in decision making on all issues that affect them and promotion of advocacy;
- To provide prompt and individualised support to address needs with a focus on night support. Ensuring appropriate levels of support which meet needs at night which meet health and wellbeing needs.
- To provide support to develop / maintain relationships including links with families, employment and education services, health professionals and other stakeholders.
- To support reviews. To take an active part in the completion of assessments and transitions, involvement of people in the referral process, establishing and supporting goals, outcomes and then celebrating achievements.

- To facilitate service planning and development. Working with the manager, team and people being supported in the completion of quality assurance systems and related action plans, coordinating review and continuous development of policies, procedures and service planning, ensuring team awareness and adherence of systems and the relevant legislative framework

### **RISK MANAGEMENT and SAFEGUARDING**

- To be aware of the vulnerability of the people you work with and be alert to potential for abuse. To use local and national policies and procedures for recognizing, recording, reporting and participating in safeguarding protocols
- To ensure completion of risk assessment processes. Including participation in identification of operational risks and development and communication of related risk management plans. Ensuring stakeholder awareness of Risk Assessment processes and in line with Health and Safety legislation

### **PERSON CENTRED PLANNING**

- To support awareness of goals which may fall within the remit of staff working nights
- Supporting team members in developing accessible information, including multimedia and promoting its use within the service.
- To Support the management of delivering a person centered approach at all times.

### **MANAGEMENT, ADMINISTRATION AND FINANCIAL MANAGEMENT**

- To support effective service administration. Effective time management, coordination and completion of files, relevant reports, monthly and quarterly returns etc.
- To ensure effective budget management, including participation in budget setting, monitoring and support to ensure financial controls are observed. Ensuring monthly returns are completed and the monitoring of service user finances

### **HEALTH AND SAFETY**

- To lead on all health and safety issues in the property, including monitoring, prompt management of hazards and that fixtures, fittings and equipment are properly maintained., coordination of Property and Fire Risk Assessment and ensuring arrangements are made for repair / replacement, servicing as appropriate and that fixtures, fittings and equipment are properly maintained.
- Ensuring effective Health and Safety recording and reporting in line with requirements and maintaining effective working relationship with the relevant Housing Association (in conjunction with the WS Property Department).
- To support the team with property maintenance issues, developing their knowledge and practice through induction, coaching, support and team training.

### **TEAM**

- To provide effective team support including the co-ordination of information, shift management support, facilitation of team meetings, involvement in induction and training;
- To supervise night staff according to the Society's procedures and deliver induction and appraisals
- To effectively contribute to performance management issues, identifying performance and grievance issues promptly and effectively in line with the relevant procedures and in conjunction with the manager and HR
- To participate in the recruitment and selection processes in line with the Society's recruitment policy;
- Rota Management- participating within the Team Rota system, covering Night shifts including alternate weekends. Problem solving with the Manager and the team on Rota issues on a day to day basis and ensuring suitable levels of night support reflective of the number and needs of guests on a day to day basis
- To attend monthly management meetings which will take place in the day time

## **MANAGING DIVERSITY**

- All Society employees are expected to work individually and collectively to promote a constructive and sensitive approach to working with others from a variety of cultures and backgrounds where the work of others is valued and respected; all employees are expected therefore to carry out their tasks within the terms and intention of the Society's Diversity and confidentiality policies.

## **TRAINING, SUPERVISION AND PERSONAL DEVELOPMENT**

- To participate in Society working groups, internal and external training, supervision and appraisals and to develop knowledge, techniques and skills
- To identify personal development needs to meet operational and professional needs
- To provide training and development to staff teams to meet learning objectives and promote learning and continuous improvement
- To ensure excellent and continuous knowledge of the Society's services, current legislation, quality standards and sector development
- To participate in Night inspections of other local services where required by the Senior Management team as part of a group visit schedule.
- To participate in own learning including access to qualifications and development of managerial skills as part of career development

## **OTHER**

This job description is a general guideline only. All Assistant Team Managers may be required to undertake duties not outlined above at the request of the Team Manager or Service Manager.

## ASSISTANT TEAM MANAGER (NIGHTS)– PERSON SPECIFICATION

QUALITIES	ESSENTIAL	DESIRABLE	ASSESSMENT CRITERIA
<b>Skills</b>	To manage in the absence of the Team Manager during night shifts, deal with emergency situations & problem solve effectively using initiative effectively prioritising and organising own work, and coordinating the work of others.		Application form, Interview
	Well developed oral, active listening and written communication skills with a wide range of people and forums including team, clinical and social care professionals, existing and new people who may be using the service and their networks		Application form, Interview
	An ability to ensure effective shift planning and handover which ensures effective use of time and fair allocation of work over all 3 parts of the building		Application form Interview
	IT literate with the ability to perform administration tasks such as report writing, completion of spreadsheets with a good attention to detail.	demonstrable multi media skills	Application form, Interview Written Test
<b>Experience</b>	Demonstrable experience of working with people with learning disabilities and or people with mental health needs / autism		Application form, Interview
	A good understanding of Health and Safety issues and practices and an ability to train team in this area		Application form Interview
	An understanding of the possible difficulties facing people with learning disabilities using the service and the reasons for their accessing Kingsbridge road which may included planned and crisis stays		Application form, Interview
<b>Knowledge</b>	An understanding of the risks of abuse for vulnerable adults and the role of all staff and managers in meeting the requirement to report and follow up issues		Application form Interview

	Knowledge of the role of CQC and the means to evidence Outstanding during inspections		Application form and Interview
<b>Motivation/ Disposition</b>	Enthusiastic and customer-focused, driven on by fulfilment in reaching high standards / quality. Flexible, positive and can-do approach to problems and working practices		Application form Interview
	Demonstrable application of the Society's core values and equal opportunity issues and an ability to support the application of these in all areas of work		Application form Interview
	Ability to support and take part in a flexible Rota that will mean working nights with regular planned day time meetings as part of the Kingsbridge road team structure. Including working flexible shifts, alternate weekends as needed by the service		Application form

**August 17**